COMMITTEE ON CLINICAL AFFAIRS
Kenneth Fye, MD, Chair

Minutes
Wednesday, June 28, 2006

Present: K. Fye (Chair), B. Burgel, S. Thyne, E. Weber, G. Yokoyama


Guest: David Morgan, Executive Director of Ambulatory Care Services, UCSF Medical Center

Chair Fye called the meeting to order at 4:07 P.M. in Room S-30. A quorum was present.

Approval of Minutes
The minutes of the meeting of May 24, 2006 were approved by the Committee as written.

Chair’s Report and Announcements

Report from the UCSF Strategic Planning Initiative Town Hall Meeting – June 28, 2006
Chair Fye attended one of the Town Hall Meetings offered by the Strategic Planning Initiative at UCSF. Working in collaboration with the AMC Strategies, the Strategic Planning Initiative office is working to create a strategic plan for UCSF. The next steps for the Initiative will be to define a vision for the university based on responses from the campus community. More information on this initiative can be found at www.strategy.ucsf.edu.

Ambulatory Care Clinic Task Force Recommendations for the UCSF Medical Center – David Morgan, Executive Director of Ambulatory Care Services, UCSF Medical Center

The School of Medicine Dean has been working with the consulting firm Kurt Salmon Associates to discuss strategic planning for ambulatory care at UCSF. The overarching goal for the Medical Center is to create an integrated delivery system for ambulatory care.

The KSA report indicated that the Medical Center should consider the following recommendations:

• Clinical Care
  o Place a higher priority on outpatient care
  o Increase support for faculty in the outpatient clinics
  o Find ways to better reward junior faculty for time spent in clinical care
  o Utilize a better, more affordable transcription system
• Physical Infrastructure
  o Renovate the clinics to create a more welcoming environment for ambulatory patients
  o Create more parking and better access to parking for both staff and patients
  o Improve signage to make it easier for patients to navigate campus buildings
  o Better manage patient calls including a complete overhaul of the call center
  o Implement a patient portal on the web or email-based interface system
  o Increase efficient use of clinical space throughout the week

The Medical Center faces challenges to implementing these recommendations:
• How to pay for the recommended changes?
• How to find space for suggested improvements?
• How to make access to clinicians easier?
• How will the process roll out?
• How will the organization collectively invest in improving the ambulatory care clinics?
• How to attract and retain staff when faced with San Francisco’s high cost of living?

The Medical Center has suggested the following possible solutions:
• Cross-train staff so that different clinicians can use clinic space
• Re-distribute space in the ambulatory care clinic to prioritize space use for ambulatory care
• Dedicate a portion of the capital budget to renovate ACC space as part of the effort to standardize the patient experience
• Create multiple entry points for patients into the system, such as phone calls and email scheduling
• Seek to reduce the abandonment rate on incoming phone calls to 5% or less
• Coordinate scheduling across practices

The Clinical Affairs Committee can help in this process by giving feedback and advice on which of these issues should be higher priorities than others. Also, CAC members can take this information back to their groups.

K. Fye asked members to think about possible CAC responses and to send them to K. Fye to be compiled and presented at the next meeting.

Adjournment

Chair Fye adjourned the meeting at 5:10 P.M.
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