

Minutes of the August 3, 2021 UF Gainesville COM Faculty Council Meeting (held via Zoom)

Officers Present:

President – Ashley Ghiaseddin
Secretary – Paramita Chakrabarty

Treasurer – Eric Jeng

Officers Absent:

President Elect – Martin Rosenthal
Past President – Albert Robinson, III

Vice President – Sonia Deshmukh Mehta

Department Representatives Present:

Rene Opavsky – Anatomy & Cell Biology
Matthew Andoniadis – Anesthesiology
Mingyi Xie – Biochem. & Molec. Biology
Ji-Hyun Lee – Biostatistics
Ku-Lang Chang - CHFM
Addie Walker– Dermatology
Meredith Thompson – Emergency Medicine
Ramzi Salloum– Health Outcomes & Bio Informatics
Kiran Lukose – Medicine
Lizi Wu – Molec. Genetics & Microbiology
Ashley Ghiaseddin – Neurological Surgery
Gabriel Bonnell – Neurology
Paramita Chakrabarty – Neuroscience

Robert Egerman – Obstetrics & Gynecology
Ekaterina Lobanova – Ophthalmology
Si Chen – Otolaryngology
Petar Breitingner – PA School
Marie Rivera-Zengotita– Pathology
Mike Davis – Pediatrics
Jonathan Bird – Pharmacology & Therapeutics
Erica Dale – Physiology
Mariam Rahmani – Psychiatry
Steven Swarts – Radiation Oncology
Priya Sharma – Radiology
Romano De Marco– Urology

Department Representatives Absent:

Shinichi Someya – Aging & Geriatric Res.
Kelly Gurka – Epidemiology

Luis Pulido – Orthopaedics & Rehab.
Ryan Thomas – Surgery

Guest Speaker:

Marvin Dewar, M.D., J.D., Senior Associate Dean and Chief Executive Officer, UF Health Physicians

Guest:

Christy Dunn, Director, Patient Experience and Education, UF Health Physicians

Ex-Officio members:

Mark Segal, M.D., Ph.D., Senior Associate Dean for Faculty Affairs & Professional Development, UF College of Medicine

Minutes:

1. President Ashley Ghiaseddin called the meeting to order at 5:04pm.
2. The July 2021 Faculty Council meeting minutes were approved.
3. UF Health Physicians: [Press Ganey Patient Satisfaction Surveys](#) - Marvin Dewar, M.D., J.D., Senior Associate Dean and Chief Executive Officer, UF Health Physicians
 - Several years ago, Press Ganey became the national standard to formally assess patient engagement and patient satisfaction with care that is delivered. Press Ganey provides patient satisfaction surveys for nearly 1500 healthcare organizations nationwide, which assists the COM with benchmarking our patient care standards with peer institutions.
 - There are four distinct Press Ganey relationships at UF: Gainesville College of Medicine, UF Health Shands in Gainesville, Jacksonville College of Medicine, and UF Health Shands in Jacksonville. Press Ganey does not deal with hospitals and physician organizations in the

same way so there are some distinctive features in Press Ganey deals with attributions even within the same site. UF COM began a gradual rollout with Press Ganey in 2016 that began with collecting patient satisfaction information on ambulatory visits. The intent was to crescendo up to the Press Ganey Data Transparency Platform by the Winter of 2020, but this was waylaid by the pandemic.

- UF receives approximately 11,500 survey responses from patients quarterly, nearly equally from men and women. The majority of responses received are from patients between 65-79 years of age. Our survey return rate is comparable to the national survey return rate. A substantial number of patients are now responding to the surveys on their mobile devices and that number is expected to rise as the mobile format becomes more user-friendly. In 2016, UF COM was in the 35th percentile, and results from the surveys were routinely discussed with departments and individual faculty members. The UF COM subsequently moved to the 65th percentile by 2019. The surveys continued through the pandemic in 2020, however, they were not focused on during that time and the COM immediately dropped back down to the 45th percentile and lower. This suggests that being aware of the feedback helps us improve.
- There are 15-20 base questions from the Press Ganey survey that are required in order to be validly benchmarked to other members of the Press Ganey cohort. The UF COM does include custom questions at the end of the survey. Press Ganey prioritizes the questions and answers and provides a priority index; therefore, if there is a question that we score very poorly on and that question is highly predictive of a patient's overall assessment, that becomes a high priority area for us to work on.
- The ObGyn representative, Dr. Egerman, asked a specific question to Dr. Dewar about Press Ganey: "Patient satisfaction scores reflect the composite patient experience. If phone calls are not returned or referrals are never processed or waiting times are prolonged as when 2 patients are scheduled at the same time, these practices will produce low scores. From a faculty survey 2 years ago, numerous faculty are granted little or no voice in the workings of the clinical setting. How much does Press Ganey charge for these surveys, what are the total internal UF administrative costs of maintaining these surveys and wouldn't this money be better used to correct current problems?" In response Dr. Dewar said that Press Ganey scores remain a valuable tool measuring the quality of patient care. A substantial improvement in patient satisfaction scores from 2016-2019 has been noted.
- It was clarified that patients can discriminate between the various aspects of the visit when taking the surveys.
- There was discussion regarding the inflation of mean scores and whether Press Ganey lists margins of error for these comparisons. Dr. Dewar stated that it's the size of the cohort that gives it statistical power; that doesn't necessarily mean clinical relevance, but it does have statistical validity.
- Dr. Dewar provided examples of improvements that were made in the clinics as a result of the Press Ganey surveys. The clinics made changes to their processes and have gotten better through intentionality.
- Christy stated that they generate weekly comment reports. Details about exceptional patient experiences with faculty/clinic staff or great suggestions for our practice are emailed weekly to the individual provider and their administrative staff/practice manager. They also provide some type of celebration.
- The UF COM eventually plans to participate in the Press Ganey Data Transparency Platform. Patient satisfaction survey results for individual providers will be added to the physician's

profile on the ufhealth.org website, as well as on the Press Ganey website via a 5 point ranking system. This will only apply to physicians who have a sufficient number of survey results for it to be a statistically valid survey set.

4. Committee Reports:

- President's Report and Executive Committee Report (July 2021) - Ashley Ghiaseddin, M.D.
 - Dr. Ghiaseddin acknowledged the recent unexpected passing of our UF Health Jacksonville CEO and COM Dean, Dr. Leon Haley, Jr. on July 24, 2021. Dr. Haley was a leader and a visionary who touched the lives of millions of people. Our hearts go out to his family, friends and colleagues.
 - UF Health President, Dr. David Nelson, announced that Dr. Linda Edwards will serve as Interim Dean for the COM in Jacksonville for a one-year term. A national search will be held soon to fill that role.
 - The 2020-2021 Linkage Chair Evaluations closed at 12am on August 21, 2021. As of July 31, 2021, 742 out of 1253 faculty had submitted a survey (59.22% response rate). There were 7 late submissions which may be counted, which would get us to a 60% response rate. This was a little lower than last year's response rate and was likely due to the survey being sent out later in the year.
 - The Department of Physical Medicine and Rehabilitation was officially formed in the UF COM on July 1, 2021. The department transitioned from a division in the Department of Orthopaedics and Rehabilitation and will be chaired by Kevin Vincent, M.D., Ph.D. Dr. Carolyn Geis will be the departmental representative on the Faculty Council.
 - Active COM searches include Biochemistry & Molecular Biology Chair, Community Health & Family Medicine Chair, and Senior Associate Dean for Research. The following departments currently have Interim Chairs: Aging & Geriatric Research, Anatomy & Cell Biology, Pediatrics, Psychiatry and Emergency Medicine. The search for the Chair of Pediatrics should begin at the end of August.
 - UF Health Research recently announced plans to integrate with Florida Scripps Research. The goal of this partnership is to accelerate clinical translational research to improve patient outcomes. Possible areas of expansion include Data Sciences/AI, cancer, drug discovery, immunology and infectious diseases, neurosciences, and structural biology and molecular medicine. UF plans to grow the Scripps campus in Juniper, Florida, which includes a 30-acre campus, 40 faculty-led labs, 500 members, and current grant funding of nearly \$67.3 million.
 - A Working Group has been meeting to discuss the new hospital being built in Central Florida in about five years. They are planning to build an education building similar to the Harrell Medical Education Building that is twice the size and could include a Simulation Center, research facilities, and housing that is nearby. They would be considering ambulatory rotations for interested residents.
 - Dr. Donna Parker (Associate Dean of the Office of the Diversity and Health Equity) discussed the formation of a committee that would have designated faculty representatives from the clinical/basic science departments and the School of Physician Assistant Studies that would also include residents, fellows, post docs and students. Working subcommittees would focus on various initiatives to include recruitment, mentoring and retention of faculty, residents, fellows, post docs and students. There was also discussion about community engagement and an environment and climate survey at the College.
 - As of August 3, 2021, there are currently 157 COVID-19 patients in the hospital.

Elective surgeries requiring ICU admission post-operatively will be delayed beginning on August 4, 2021.

- Curriculum Committee Report (July 2021) – Meredith Thompson, M.D.
 - Dr. Elisa Sottile from UF Health Jacksonville and Dr. Ashwin Akki from Pathology recently joined the committee. Dr. Ashleigh Wright, Division of Internal Medicine, will be the Course Director's Chair.
 - An Orthopaedics & Rehabilitation sub-internship course was approved.
 - The Teaching Task Force recommendations for the pre-clinical curriculum were discussed.

- Research Task Force (July 2021) – Paramita Chakrabarty, Ph.D.
 - Dr. Ekaterina Lobanova from the Department of Ophthalmology and Dr. Cory Brunson, from the Department of Medicine, recently joined the task force. Dr. Lobanova will be the new Chair of the Task Force.
 - The continuation of the Bolster Bucks initiative was discussed. Task Force members plan to contact Dr. Mark Segal to determine if the initiative will continue and what the focus will be in the future.
 - The Science Strolls may be held again in the near future. COM leadership will be invited to participate in the strolls to interact with and mentor faculty. The strolls will likely begin at the COM Faculty Lounge in MSB Room M-125.

- GatorCare Committee – Ashley Ghiaseddin, M.D.
 - Dr. Jill Sumfest, President and Medical Director of GatorCare, will attend the September 2021 Faculty Council meeting to provide updates on GatorCare and the GatorCare Committee.

5. Old Business:

- Dr. Keith Stone, the current COM Ombuds, is retiring in September of 2021. Dr. Ghiaseddin asked committee members to consider whether or not they feel the COM Office of the Ombuds should remain available to faculty. Those who have suggestions for a new COM Ombuds can email Dr. Ghiaseddin at: Ashley.Ghiaseddin@neurosurgery.ufl.edu.
- In April of 2021, the Faculty Council discussed whether or not to appoint administrators from UF Health as Ex-Officio members on the Council. This discussion will be tabled for now.
- It was clarified that the Library support for Open Access publications that was announced at last month's meeting is only available with a few select publishers.

6. New Business:

- There are plans to reinstate in-house Chair Evaluations next year. Dr. Ghiaseddin will send a draft of the evaluation to the committee for input on what to include next year.
- The Wellness Group will meet soon to discuss Wellness Initiatives and plans for a new survey to be sent out to faculty.
- Dr. Mark Segal has been working on an initiative for retired COM faculty called the Greater Gator Community. This will provide the opportunity for retired faculty to mentor and coach junior faculty throughout various phases of their careers and will give retired faculty a greater sense of connection with the COM.
- A call for nominations for new members of the COM Promotion & Tenure Committees will be coming out soon from the Office of Faculty Affairs & Professional Development.

President Ashley Ghiaseddin adjourned the meeting at 6:25pm.

Announcements:

- For information regarding promotion & tenure, please see this webpage: <https://facultyaffairs.med.ufl.edu/facultyresources/tenure-promotion/>.
- For the latest on UF Health Covid status, visit: <https://coronavirus.ufhealth.org/>
- **UF COM Faculty Ombuds:** Faculty experiencing work-related conflict may wish to review the University of Florida College of Medicine Ombuds website to determine if an appointment with the Ombuds would be a consideration. If so, an email may be sent to stonek@ufl.edu, requesting an appointment. To maintain confidentiality avoid including information pertaining to the reason for the request. Simply state your name and your email address.

The next Faculty Council Meeting will be held Tuesday, September 7, 2021 @ 5PM.

Minutes recorded by Melissa Liverman, Administrative Assistant, and edited by Dr. Paramita Chakrabarty and Dr. Ashley Ghiaseddin.