

Having trouble viewing this email? [Click here](#)

CEO News & Views

an update from Bruce Schroffel



October 21, 2009

This Week

[Taking stock of provider satisfaction](#)
(below)

[Kudos to Carol Rumack](#)
(below)

[The fright must go on](#)
(below)

[Residents care](#)

[GME concerns](#)

[Day care plans in flux](#)

Taking stock of provider satisfaction

Our first-ever Provider Satisfaction Survey, being done in collaboration with University Physicians, Inc., hits the HUB next Monday, October 26. I'm hoping our physicians, physician assistants, nurse practitioners, nurse midwives and others with

Bringing patient-centered care to medical residents

Maybe it's because medical residents are such a fundamental presence in our halls and exam rooms. Or maybe it's our hospital's preference for action over words. But it had been more than a decade since we'd had a serious forum regarding the key issues related to resident education. A week ago, however, the dry spell finally ended. About 80 physicians, nurses and administrators from UC Denver and Colorado's four primary teaching hospitals - UCH, The Children's Hospital, the Veterans Administration and Denver Health - spent the day focusing on four broad areas of particular interest to the community charged with preparing the next generation of medical professionals.



Officially, the October 14 event was called the UC Denver School of Medicine Forum on Patient Centered Care and GME Resident Education (GME stands for Graduate Medical Education). Practically speaking, the forum covered many of the key issues facing residents, hospitals and medical educators in general, including ensuring patient safety, maintaining the right balance of service and education, preparing for a pandemic, finding funding, and meeting medical board requirements.

It was much more than improvised chitchat. In preparation for the big event, four task force groups comprised of physicians, nurses, managers and, of course, medical residents each worked on a key GME topic during meetings in August and September. One group focused on safe handoffs and patient safety; a second considered the right balance of service and education; a third tackled the challenge of GME funding; and a fourth considered the impact of changes to resident program accreditation requirements that impact patient safety.

Tough questions about Graduate Medical Education

The GME task force teams raised a number of tough questions.

regular clinic hours at UCH will all take 10 minutes or so to tell us what's working and what might be improved as we reach toward our shared goal of helping patients get well. All told, about 1,000 of you will be receiving a reminder e-mail linking to the survey, and we're hoping for feedback from everybody by the time the survey closes on Monday, November 23.

The survey's 43 questions aim, in aggregate, to help us understand what you as providers think of our efforts to support you in optimizing patient care. Your feedback will be taken seriously, and will be the basis for concrete change at UCH. I urge you to take a few minutes to share your insights, and I look forward to using your input to help UCH better serve you - and, most importantly - our patients.

Kudos

Among them:

- How are reduced resident hours affecting inpatient handoffs, and what can we do to make sure those handoffs are standardized, seamless and safe across all four hospitals?
- How do we recognize and address areas in which we're relying on medical residents, like discharge planning? Or perhaps more importantly, how do we enhance our processes and systems so that care team assistants, social workers, discharge planners, respiratory therapists, pharmacists, and other providers work more collaboratively with faculty and residents?
- How do we determine whether we're training the right mix of residents and, once that mix is established, how do we decide the right balance of funding for various types of resident programs?
- How can we improve the efficiency of residents? (The answers may be as simple as using cell phones rather than pagers, or as complex as unifying information technology systems and employing additional clerks to handle lab requests and social workers to deal with discharge planning.)
- Would lengthening the rotations at each site enhance patient safety and quality and ease the pressures of multiple transitions/days that residents have to deal with at each of our sites?

In terms of funding, the group discussed the possibility of bringing nongovernmental sources, including insurance companies and foundations, into the mix. There's certainly a need for their involvement, though I am skeptical they will be supportive.

While shorter hours are good for weary residents, they have brought a need for larger numbers of residents. Last year, UCH spent over \$1.5 million more on GME than we received in federal reimbursements, and we may be adding as many as 14 more resident slots this year. Were we to live within our funding cap, we'd have to cut about 50 resident FTEs. Bringing in more UCD faculty to shore up clinical staffing would be a tough sell. If such physicians weren't going to be involved with teaching, research, and, yes, resident education, why wouldn't they just go into private practice?

That just scratches the surface of what was a very rich day of discourse. I was energized by the discussions. The task force groups did excellent work, providing a solid foundation for what I felt was a great forum. And the timing couldn't have been better, considering how pressing many of these issues are, both in terms of current priorities and those we may soon have to address, given our potential expansion.

Day Care Plans in Flux

Hats off to associate dean for GME **Carol Rumack**, who did a great job planning last week's GME retreat.

The fright must go on

We've gotten some inquiries about whether or not we will be holding Boo Bash this year, in light of the H1N1 issues we are dealing with. We have decided that for now, we will continue the trick-or-treat tradition since it is held in the AOP lobby.

If something changes between now and October 30, we will let you know (current information can always be found on the HUB). Of course, we urge everyone to use good judgment by not bringing kids who either have flu-like symptoms or who might be highly susceptible to the flu.

Hope you have your costumes ready!

We've had to make another hard decision about day care for UCH employees.



Roughly 550 of us have children younger than five years old. (As you might have guessed by my photo, I'm no longer among that group.) UCH has a real need for convenient, enriching and affordable child care, and we've been wrestling with ways to


provide for it since before we moved to the Anschutz Medical Campus in 2007. Unfortunately, we've had to withdraw from what appeared to be one of the brightest hopes to provide local day care: a plan, still in the works, to build a campus day care center with UCD, the Fitzsimons Redevelopment Authority and The Children's Hospital.

Why? It boiled down to the numbers. We would have spent \$150,000 to \$200,000 on our share of the facility, yet the proposed center would have had the capacity to handle just 10 to 20 of our kids. Our other concern was the potential cost of the service. While the plans are not yet finalized, we believe the per-child expense could exceed what our employees say they currently pay, according to a day care survey conducted last winter by Human Resources.

Declining to participate in this particular effort shouldn't be confused with our giving up on day care. We continue to investigate other options, including partnerships with reputable, affordable off-campus providers. In addition, we're hosting three "Day Care Fairs" next month, which we hope will attract providers of both child care and elder care from across the Denver metro area.

The dates and times of the fairs, each of which will be in Room 2133 of the AIP, are as follows: Friday, November 13, from 3:00 to 6:30 p.m.; Thursday, November 19, from 1:00 to 4:30 p.m.; and Friday, November 20, from 7:00 to 10:00 a.m.

For those of you with young children, I hope these fairs help to solve at least one of the many challenges of an ultimately rewarding job.

Sincerely,

 Bruce

Something On Your Mind?

[Talk to me](#)

[Forward email](#)

✉ **SafeUnsubscribe®**

This email was sent to uch-publications@uch.edu by talktome@uch.edu.
[Update Profile/Email Address](#) | Instant removal with [SafeUnsubscribe™](#) | [Privacy Policy](#).

Email Marketing by



University of Colorado Hospital | 12401 E. 17th Ave. | Leprino Building, 10th Floor | Aurora | CO | 80045