MEMBERS IN ATTENDANCE:
Juan Figueroa-Casas, M.D., President, Internal Medicine  
Dale Quest, Ph.D., Immediate Past-President, Medical Education  
Marc Orlandi, M.D., Anesthesiology  
Laxman Gangwani, Ph.D., Biomedical Science  
Susan Watts, Ph.D., Emergency Medicine  
Jennifer Molokwu, M.D., Family Medicine  
Heidi Lyn, M.D., President-Elect, OB/GYN  

Juan Figueroa-Casas, M.D., President, Internal Medicine  
Dale Quest, Ph.D., Immediate Past-President, Medical Education  
Marc Orlandi, M.D., Anesthesiology  
Laxman Gangwani, Ph.D., Biomedical Science  
Susan Watts, Ph.D., Emergency Medicine  
Jennifer Molokwu, M.D., Family Medicine  
Heidi Lyn, M.D., President-Elect, OB/GYN

MEMBERS NOT IN ATTENDANCE:
Darine Kassar, M.D., Neurology  
Amelia Leony-Carrete, L.C.S.W., Psychiatry  
Jesus Peinado, M.D., Pediatrics  

Members Not In Attendance:
Darine Kassar, M.D., Neurology  
Amelia Leony-Carrete, L.C.S.W., Psychiatry  
Jesus Peinado, M.D., Pediatrics

GUESTS:
Michael Romano, M.D., Clinical Affairs Committee  
Herb Janssen, Ph.D., Student Grading and Promotion Committee  
James Brown, M.D., Emergency Medicine  
Lisa Beinhoff, Ph.D., Library  

I. CALL TO ORDER
Juan Figueroa-Casas, M.D.  
- Faculty Council President

Dr. Figueroa-Casas, President of the Faculty Council, called the meeting to order at 12:07 PM.

II. REVIEW AND APPROVAL OF MINUTES
Juan Figueroa-Casas, M.D.  
- Faculty Council President

Having met quorum, the Faculty Council members unanimously agreed to approve the meeting minutes from November 16, 2015 with no changes.

III. DEAN’S REPORT
Richard A. Lange, M.D., M.B.A.  
President, TTUHSC El Paso & Dean, PLFSOM

Dr. Lange reported the following:

Transmountain Campus:
Recruitment for the Transmountain Campus is ongoing and will be recruiting 46 new faculty outside the area over the course of 4 years. Texas Tech will be adding 75-90 residency slots at the new hospital. The Office of Faculty Affairs and Dr. Michael Romano are working on recruiting these new faculty members.
Dean's Report Continued...

University Medical Center:
UMC is in the midst of a search for a CEO and plans to have that person identified by early spring. Dr. Lange serves on the search committee. Mr. Valenti’s current contract expires at the end of May. UMC plans for the new CEO to start as early as possible to work with Mr. Valenti for a couple of months. El Paso Children’s Hospital is also looking to hire a CEO. That Children’s hospital CEO is not likely to take the job until the CEO at UMC has been hired.

El Paso Children’s Hospital:
The Children’s hospital bankruptcy proceedings are being finalized. El Paso’s Children’s will become the subsidiary of UMC, however they will each have a separate CEO and Board.

Building Development:
The miles warehouse will used as a warehouse and as a fitness center. Institutional Advancement will need to help raise funds to develop the building with adequate air conditioning. It is estimated the institution will need to raise approximately 2-3 million dollars to fund the warehouse and fitness center.

Faculty Affairs & Faculty Development:
KoKo Aung, M.D., M.B.A. will be driving from San Antonio, TX to assume the role of Associate Dean for Faculty Affairs and CME. Dr. Kupesic is assuming the role of Associate Dean for Faculty Development. Dr. Lang plans to grow the simulation center to serve the entire institution.

Fitness Center:
Dr. Lange encourages faculty input for the development of the new fitness facility center. A suggestion was made to make a subcommittee of all faculty and students who would be interested in helping with this.

IV. PROVOST’S REPORT
J. Manuel de la Rosa, M.D.
Provost, TTUHSC El Paso

Dr. de la Rosa reported the following:

New Managing Director for Libraries:
Dr. De la Rosa introduced Lisa Binehoff, Ph.D., the new Managing Director for Libraries. She has had the great opportunity of meeting with the Library Committees, President, Deans, and department Chairs. She is working with IT to assess moving rapidly to a digital library, reducing the amount of shelves and paper used. The extra renovated space will be used for library study space for student use. Dr. de la Rosa encourages the Faculty Council to work with the library committee to give input and feedback regarding current library processes.

Proto Faculty Senate
PLFSOM’s Faculty Council is one of 3 bodies participating to write bylaws for the new faculty senate. Under the current SACS accreditation, TTUHSC El Paso is still a part of the Lubbock campus. Part of the new accreditation application process is to come up with a TTUHSC El Paso Faculty Senate. PLFSOM is represented by two people: Dr.
Watts and Dr. Aragon along with representatives from GSBS and GGHSON. Dr. de la Rosa Anticipate these bylaws to go in with our applications in less than one year. The first meeting of the TTUHSC El Paso Faculty Senate occurring late this calendar year. Thanks to Cindy Camarillo to help move that along.

Q&A
Q: Can there be yearly reports from library to Faculty Council, more formal channels of communication so Faculty can have more influence on how the Library has evolved.
A: There is a Faculty Library committee. Dr. Figueroa serves on this committee. It is an institutional committee with representation from PLFSOM, GGSON, students, residents and graduate students.

V. FACULTY AFFAIRS AND DEVELOPMENT

J. Manuel de la Rosa, M.D.
Provost, TTUHSC El Paso

Dr. de la Rosa reported the following:

Annual Faculty Evaluations:
Annual Faculty Evaluations will be conducted this year as scheduled with Digital Measures as part of the process. Dr. Kupesic, Associate Dean for Faculty Development and the Office of faculty Affairs have established a process where data for your evaluation will be pulled from Digital Measures profiles. Approximately 1/3 of the information on the form will need to be entered manually. The Office of Faculty Development created a tool that allows the merger between Digital Measures and the Faculty Evaluation form. Department Chairs have already received notification of deadline for their departments. Faculty will be notified along with given instructions later this week. A training module will be available online for their convenience. Department chairs can request departments to have additional training.

VI. STANDING COMMITTEES

Michael Romano, M.D.
Chair, Committee on Clinical Affairs

Dr. Romano reported the following:

Clinical Affairs Subcommittee
November 17th, 2015

*See attached report

A motion was made and approved for the Faculty Council to recommend to the Dean/President to bring consultants to study the clinic problems and make suggestions in a couple clinics. Once a plan has been determined based on the consultant’s analysis, department Chairs would be the responsible implementers.
Herb Janssen, Ph.D.
Chair, Committee on Student Grading and Promotion

Dr. Janssen gave some statistics regarding student grading and promotion:
MS4: 100% pass rate. 3 students graduated in December. 1 student pushed their graduation date to May.
MS3: 7 step failures. Of those, 1 dismissal, 2 pending first take that have put this off, 2 awaiting retake, and 2 that have taken and passed.
There are 3 students that are off cycle for 2 blocks, 12 students off cycle for 1 block (they have put off taking their step exam and that has set them back). Hopefully as we move forward, shortening the second tier for MS2’s may help resolve some of that.
MS2: 5 students at risk that failed 2 units
MS1: 2 students failed 3 units repeating the year and 3 students who are at risk, failed 2 units.
The students have a couple big units coming up. They have shortened their second tier to give more them time for the next step.

VII. OLD BUSINESS
Juan Figueroa-Casas, M.D.
- Faculty Council President

Dr. Figueroa-Casas reported the following:

A. New Academic Council Representative
   a. Dr. Figueroa congratulated Dr. Laxman Gangwani, Associate Professor of Biomedical Sciences as the newly elected representative for the Academic Council.

VIII. NEW BUSINESS
Juan Figueroa-Casas, M.D.
- Faculty Council President

Dr. Figueroa-Casas reported the following:

A. Appointment of Ad-Hoc Committee on Professionalism
   a. 6 faculty members were nominated for the newly formed Ad-Hoc Committee on Professionalism.
      • Susan Watts, Ph.D., Emergency Medicine – Committee Chair
      • Gustavo Rodriguez, M.D., Neurology
      • Paul Casner, M.D., Internal Medicine
      • Herb Janssen, Ph.D., Medical Education
      • Salvador Cruz-Flores, M.D., Neurology
   b. Dr. de la Rosa will serve as the ex-officio member to give feedback to the administration from the committee.
   c. The committee’s charge will be to review and revise the existing draft to address issues. Their deadline to present and finalize this policy is July 2016.
   d. A motion was made and approved to appoint the committee with this composition, deadline and charge.

B. Committee on Student Grading and Promotion Member Recommendations
   a. The committee on Student Grading and Promotion has 4 vacancies that needed to be filled
New Business Continued...

immediately. Dr. Horn and Dr. Janssen, committee members suggested the following members be appointed:

- Thomas Gest, Ph.D., Professor of Anatomy, Department of Medical Education
- Curt Pfarr, Ph.D., Associate Professor of Cell and Molecular Biology, Department of Medical Education
- Shaked Laks, M.D., Assistant Professor, Department of Radiology
- Thwe Htay, M.D., Associate Professor of Internal Medicine, Department of Medical Education, New faculty member joining in February

b. A motion was made and approved to recommend to the Dean that these four members be appointed to the Committee on Student Grading and Promotion.

C. Faculty Governance Retreat

a. The regularly scheduled meeting in February has been cancelled and will be replaced by Faculty Governance Retreat. This retreat is held one month in before the TTUHSC leadership retreat in March to gather and compile issues and concerns Faculty have and want leadership to address during their leadership retreat in March.

b. All department representatives in Faculty Council will attend along with the committee chairs or representatives from all the standing committees.

c. The retreat is scheduled for Feb 15, 2016 from 11:30a.m.-1:00p.m. and will replace the monthly Faculty Council meeting

D. Faculty Council Survey

a. As mentioned in October meeting, as a means to try and reach all faculty to gather their concerns or issues they think Faculty Council can help with improve the function of the school. Plan to send electronic survey sent to all School of Medicine Faculty. Faculty Council could take the results to the administration to express concerns of the faculty according to the results of the survey.

b. The second purpose of the survey is to use this as a source of issues and concerns to take to the March leadership retreat but will not replace the Faculty Governance retreat for February.

c. The third purpose of the survey is to have materials to provide suggestions to the Dean for General Faculty Meetings about Faculty concerns/issues regarding leadership. The survey design and technical components of it are still being finalized.

d. Please encourage your Faculty in your departments to look at it and fill the survey. It's designed to be a simple short survey to express their most present concerns.

XIII. ADJOURNMENT

Juan Figueroa-Casas, M.D.  
- Faculty Council President

With no further business to discuss, Dr. Figueroa-Casas, Faculty Council President, adjourned the meeting at 1:00 P.M.
<table>
<thead>
<tr>
<th>ITEM:</th>
<th>PERSON/DEPARTMENT RESPONSIBLE:</th>
<th>TASK COMPLETED Y/N</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Juan Figueroa-Casas, M.D.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Faculty Council President</td>
<td></td>
</tr>
</tbody>
</table>
What does it mean to have an excellent patient experience?
What elements constitute the patient experience?
What are the gaps?
How do we measure it?
The Patient Experience

- LEAN or Six Sigma
  - UMC ER
- Patient Satisfaction
- Training and Standardization of Customer Service

GAPS

- Workflow is undefined and unstandardized.
  - No standardized training
  - Patient interactions are undefined and unstandardized
  - Patient interactions are not monitored...no feedback to staff unless a complaint results
Recommendations

- Request the institution to do the following
  - Identify 1–2 clinics as pilot locations for this intervention
  - Identify resources with formal training in LEAN and/or Six Sigma to analyze workflows and propose modifications
  - Task Chairs with responsibility to implement modifications.
  - Procure formal customer training resources, develop a standardized customer service script and train staff
  - Task IT with identifying a means of monitoring the patient interaction experience at the front desk