FCM Faculty Meeting & Awards
Tuesday, July 11th, 2018
Agenda

1. Ombudsman Introduction – Melanie Jagneaux
2. Residency Update – Dr. Eric Warwick
3. Medical Student Education – Dr. William Huang
4. Faculty Senate Presentation – Dr. Kenneth Barning
5. Faculty Awards Presentation – Dr. Roger Zoorob
Briefing on Ombuds Office

Melanie Jagneaux, JD, MBA
Ombudsman Director (713) 798-5039
What is an “Ombudsman” or “Ombuds?”

- a dispute resolution practitioner who provides independent, neutral, informal and confidential assistance.
- assists with all kinds of organizational concerns:
  - interpersonal conflict
  - violations of law
What does an Ombudsman do?

Roles:
• Listener
• Sounding Board
• Coach
• Generator of Options/Choices
• Mediator
• Facilitator
• Referrer
• Intervener
• Conduit for Upward Feedback
• Change Agent
What doesn’t an Ombudsman do?

An Ombudsman doesn’t:

• Breach confidentiality
  • Exception: imminent risk of serious harm
• Keep records of confidential matters
• Accept legal notice of claims
• Conduct formal investigations
• Compel action
• Make or set aside policy
• Provide legal or psychological advice
• Take action on your behalf without your approval
• Own a caller’s issues
Interactions you may have with the Ombuds

Workplace conflict you are experiencing

- You and your manager(s)
- You and a co-worker
- You and a student

Sounding Board

- Brainstorm ideas
- Explore options

Respondent

Mediation
Organizational Ombudsman Model

• Explain Ombuds role
• Get the story
• Identify and clarify issues and goals
• Explore options
• Develop strategies

Aligned with International Ombudsman Association’s SOP
How the ombuds office helps

You:
• Equips you with tools and information
• Helps you identify and navigate your options
• Gives you a safe place to ask questions
• Empowers you with confidential coaching
• Helps you plan your next step
• Provides a new of thinking / strategizing
• Gives you a new conduit for action

Baylor College of Medicine:
• Enhances communication
• Helps resolve concerns
• Increases retention
• Supports engagement
• Elevates systemic issues
Questions?

What questions do you have?
Ombudsman Services

• For more information
  – Call 713-798-5039 to arrange a confidential meeting

BCM Ombudsman Director, Melanie Jagneaux, JD, MBA
E-mail: melanie.jagneaux@bcm.edu
2018 Graduates

Priyanka Chakrabarti, DO
HIV Fellowship at UT Houston

Voke Eshareturi, MD
Access Health in Missouri City, Texas

Anayatzy Franco, MD
Faculty at BCM

Shaker Hamadiya, MD
Family Practice Clinic in southern Florida

Jordan Owens, MD
CHRISTUS Trinity Mother Frances in Tyler, Texas

Casey Tran, DO
Wellworks Clinic in Fresno, Texas
Wichita Falls Family Medicine Transfers

- Program Closed July 1st
- BCM FM increased housestaff size by two:
  - PGY 1 = 6
  - PGY 2 = 8
  - PGY 3 = 8 (increased)

*Vacancy left by Ali Mohamad, an intern who transferred to a Psychiatry program*
Interns

Linh Hoang, DO

Jeffery Karnes, MD

Rida Khan, MD

Ngozi Okorafor, MD

"Mike" Xinqi Ren, MD

Cathy Xie, DO
Education Development

• Fammedrcr.org
  – Username: BaylorFM!
  – Password: BaylorFM2016!

Contact Reggie Nguyen to schedule your CORE presentation, today!

• Use these prepared slides, questions, and scripts to better prepare for your next presentation!
Medical Student Education Update

• Agenda:
  – Thank you!
  – Announcements
  – Family and Community Medicine Clerkship issues
    • Involvement of fulltime faculty
    • LCME issues:
      – Relevant BCM Policies and Procedures
      – Student mistreatment and faculty professionalism report
  – ABFM/STFM Preceptor Performance Improvement (PI) activity for ABFM MOC credit
  – Opportunity to precept students for the PPS-I, -II course
• Thank you to all who participate in medical student education!
  – Course directors and elective directors
  – Medical student education site leaders
  – Mentors
  – PPS facilitators
  – Preceptors for PPS, the Family and Community Medicine Clerkship and electives
## Announcements

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<tr>
<td>Compassion and the Art of Medicine elective</td>
<td>Joanna Fields-Gilmore, MD will be the new Director</td>
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<tr>
<td>Immigrant Medicine (clinical) elective</td>
<td>Laura Nietfeld, MD will be the new Director</td>
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<td><strong>New elective: Refugee and Immigrant Health (preclinical)</strong></td>
<td>Laura Nietfeld, MD will be the Director</td>
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Thank you to Kenya Steele, MD and Patrick McColloster, MD for their years of service directing the Compassion and the Art of Medicine elective and Immigrant Medicine elective, respectively.
Family and Community Medicine
Clerkship issues
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<th>Total # of students</th>
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## Involvement of fulltime faculty

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<td>• 2018-2019 (YTD)</td>
<td>14</td>
<td>8 (57.1%)</td>
<td>6 (42.9%)</td>
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BCM Policies and Procedures

- Respectful and Professional Learning Environment Policy: Standards for Student Conduct and College Oversight (23.2.01)
  - https://intranet.bcm.edu/index.cfm?fuseaction=Polici es.Display_Policy&Policy_Number=23.2.01
- Learner Mistreatment Policy (23.2.02)
  - https://intranet.bcm.edu/index.cfm?fuseaction=Polici es.Display_Policy&Policy_Number=23.2.02
- Student Appeals and Grievances Policy (23.1.08)
  - https://intranet.bcm.edu/index.cfm?fuseaction=Polici es.Display_Policy&Policy_Number=23.1.08
BCM Policies and Procedures

- Respectful and Professional Learning Environment Policy: Standards for Student Conduct and College Oversight (23.2.01)
  - Discusses expectations for student behavior and conduct
  - Discusses areas of accommodation for students
  - Briefly discusses learner mistreatment
BCM Policies and Procedures

• Learner Mistreatment Policy (23.2.02)
  - “Mistreatment of learners is prohibited.”
  - Expectation of All Members of our Community
  - Reporting Process
  - Investigation and Resolution Process
  - Penalties
BCM Policies and Procedures

• Student Appeals and Grievances Policy (23.1.08)
  – Discusses the process for student appeals (of grades or academic issues)
  – Discusses the process for reporting grievances (including mistreatment)
    • Informal and formal
What do we tell students about Mistreatment?

• Mistreatment can be experienced from faculty/residents/fellows/staff/patients/other students

• Mistreatment is often in the eyes of the beholder: any behavior from another party that leaves you feeling marginalized, treated unjustly, humiliated, etc.

• Examples include, but are not limited to:
  • Sexual remarks or threatening behavior
  • Physical/verbal aggression
  • Discrimination and treating you differently from other students due to gender/race/etc.
  • Faculty neglecting roles delineated in teacher-learner compact
  • Public humiliation for not knowing the answer or saying something incorrectly

• Please report any mistreatment to ensure you and other students are protected in the future! Options:
  • Immediately report online (https://secure.ethicspoint.com/domain/media/en/gui/35125/index.html) or via the Integrity Hotline (855) 764-7292
  • Please consider reporting to the Clerkship Director or Assistant Clerkship Directors or Deans of Student Affairs
  • You will also have opportunity to report this on the Rotation Evaluation form at the end of the clerkship
Student Mistreatment and Faculty Professionalism and Concerns

(as reported on the Family and Community Medicine Clerkship)
May 2018 - present

• Student mistreatment
  – No concerns reported

• Faculty professionalism
  – One anonymous report that the preceptor:
    • Discussed the performance of previous students
    • Did not always conduct a physical exam on patients seen by the student
    • Did not always listen to student’s suggestions regarding the management plan
ABFM/STFM Precepting Performance Improvement (PI) project

• Receive ABFM MOC credit by completing a PI project on your precepting

• Requirements
  – Complete 180 1:1 teaching/precepting hours between April 1, 2018 and January 2019
  – Participate in an educational intervention (to occur later in 2018)
  – Continue to precept learners and complete post-interventional activities in January 2019

• If interested, please contact me at williamh@bcm.edu
Precepting opportunity

• Patient, Physician and Society (PPS I, II)
  – Teach first-year students to perform histories and physical exams in your office
  – 14 afternoons during the academic year
  – Course begins with new students in August 2018
  – Contact Dr. Alicia Kowalchuk (aliciak@bcm.edu) or Dr. Eric Lee (etlee@bcm.edu) or Bridget Angel (Bridget.Angel@bcm.edu) for questions or to express interest
Thank you!
Faculty Senate Update
Dr. Kenneth Barning
Faculty Senate Updates

BCM Faculty Senate Election Results

Electoral Unit Senator Elections

Kenya Steele, MD

Senator – At Large Elections

Irvin Sulapapas, MD

Congratulations
Faculty Senate

Dr. Jonnae Atkinson
Dr. Kenneth Barning
Dr. Kenya Steele

Dr. Fareed Khan
Dr. Irvin Sulapas
Dr. Nihita Shah
Overview of the McNair Campus presented by Dr. Jim McDeavitt, Dean of Clinical Sciences

1. Floors (6-10) are outpatient floors, close to being entirely built out with Clinics, Offices and Procedure rooms.
2. Floor (7) will be for Dan L Duncan Comprehensive Cancer Center.
3. The Baylor St. Luke’s Medical Center Hospital floors (1-5) may open by early 2019 with inpatient rehabilitation, an emergency department, imaging, pharmacy and food services.
The New FGP compensation plan

Senate Resolution: “The Faculty Senate recommends that a communications strategy be developed for the Faculty Group Practice compensation plan to ensure effective communication to faculty members. The Senate requests that this include direct communication between leadership and FGP faculty, periodic town hall meetings and a mechanism for FGP faculty to seek reevaluation of their compensation calculation.”
The New FGP Compensation Plan, Q&A

Effect on Physician recruitment and retention
No Data to suggest association currently.
FGP leadership will know more after first quarterly payments in October
Lunch & Learn Series

The first session, Finance 101, took place on June 28\textsuperscript{th} at the Cullen Auditorium.

Suggested topics for the quarterly sessions would involve the Office of the General Council, Office of Philanthropy and Office of the Provost.

SAP re-implementation project

\textbf{THANK YOU}
BCM Women of Excellence
Recognition Certificates
Dr. Roger Zoorob
Women of Excellence
National Women’s History Month 2018

Fabrizia Faustinella, MD, PhD
Malvika Juneja, MD
Vida Kahrizi
Frene LaCour-Chestnut, MD
Andrea Link, MD
FY18 Department Faculty Awards
Dr. Roger Zoorob
Outstanding Clinician Award
Community Health Program
Outstanding Clinician Award
Community Health Program

Anjali Aggarwal, MD
Outstanding Clinician Award
Baylor Family Medicine
Outstanding Clinician Award
Baylor Family Medicine

Aymer Al-Mutairi, MD
Outstanding Educator Award
Medical Student Education
Outstanding Educator Award
Medical Student Education

Noreen Pirzada, MD
Outstanding Educator Award

Residency Education
Outstanding Educator Award
Residency Education

Mohamad Sidani, MD
Outstanding Researcher Award
Outstanding Researcher Award

Maria Mejia de Grubb, MD
Outstanding Researcher Award
Outstanding Researcher Award

Malvika Juneja, MD
Outstanding Service Award
Outstanding Service Award

Irvin Sulapras, MD
Chair’s Recognition Award
Chair’s Recognition Award

William Huang, MD
Congratulations!