Dear Colleagues,

**STRATEGIC PLAN**
I wanted to let you know that people are recognizing what the SCM is doing nationally. Two quick stories:

Ryan Huey, MS3, attended the American Association of Medical Colleges regional meeting, where he heard a presentation about Vanderbilt’s Shade Tree Clinic – their student-run free clinic. Like our student-run Beldam clinic, Shade Tree transitions acute care patients to a chronic care setting. Ryan spoke with one of the attending physicians from Vanderbilt, Dr. Robert Miller, who said he “was aware of the Tulsa Beldam program which inspired their clinic. Ryan said that was his proudest moment as a SCM student.

SCM was one of six medical schools selected to participate in a W.K. Kellogg Foundation sponsored study of schools with a mission in social justice. The study is led by researchers from the Department of Health Policy at The George Washington University of School of Public Health and Health Services. Dr. Fitzhugh Mullan and Dr. Jennifer Lee, the lead researchers, concluded that our school demonstrated “eye popping” programs in community-oriented care and altruistic ideals. One visitor was quoted as saying the enthusiasm was contagious, and he wished he could stay with us.

In last month’s newsletter, you may recall I discussed a simple formula for customer service: make eye contact at 15 feet, be first to greet, and last to speak. I’ve heard that the internal medicine staff uses this with great results. To continue developing “A Positive Institutional Culture,” teams at the Faculty Academy in April, tackled this strategic plan platform to promote across the campus. We should have more on this and the results of the employee survey in a couple of weeks.

**EDUCATION PLAN**
I want to clarify for everyone that the majority of Internal Medicine residents are staying at SJMC. At most, nine residents may move to Hillcrest Medical Center to cover the gap in service left by the move of In His Image residents from Hillcrest to SJMC. The shift will permit us to enhance clinical education and service at HMC.

Meredith Davison reported that since the 1976 SCM has averaged 33 graduates per year. The largest classes were in the 1980s.

- 1976-79  27 graduates (range 17-32)
- 1980-89  38 graduates (range 35-42)
- 1990-99  33 graduates (range 25-39)
- 2000-11  30 graduates (range 25-41)

The Pediatric Residency program received accreditation with probation. Ron Saizow and our Pediatric academic team are correcting the deficiencies.

**SCM PEOPLE NEWS**

**IMPACT Team – Successful Joint Commission Accreditation Survey**

The surveyor even remarked “The team is truly a part of each member’s family.” She added that she “will be talking about you (the IMPACT staff) and this program for a long time. I don’t want to leave”.

Our IMPACT is led by Nicole Washington, D.O., and Cindy Hickl. Others on the team include: Shannon Flynn, Michelle Hovis, Stacy King, Ann Wood, Ashley Treadway, Cathy Spears, Mike Woods, Nancy Braham and Joel Jones. Other participating in the site visit include Ondria Gleason, Charlie Foulks, Don Eberly (who got A+ for the credential process) Susan Spooner and Bob Farringer, and myself. Thanks goes to all. IMPACT provides care and services in the community approximately 70 members who suffer from severe mental illness and failed traditional outpatient treatment.

In the October, 2011 *Dean's Update*, I mentioned that Charlie Foulks, Senior Associate Dean of Clinical Services and Chair of Internal Medicine, was awarded the National Kidney Foundation – Council of Advanced Practitioners (CAP) Nostradamus Award. The Nostradamus Award is given annually to an individual who, through forethought and vision, recognizes and promotes the contributions of Advanced Practitioners (APs) in nephrology. This high honor recognizes Charlie’s tremendous support for the professional education of PAs, nurse practitioners, and advanced practice nurses as critical in the care of kidney disease patients.

Both staff and faculty recently received their service awards and other forms of recognition - [staff information](#) and [faculty information](#).
Other

Convocation
OU School of Community Medicine Convocation is Friday, May 27 at 1 p.m. in Founders’ Hall. We extend our warmest congratulations to our graduates.

Hillcrest Medical Center Outpatient Imaging
On Monday, May 9th, Hillcrest Medical Center Outpatient Imaging opened a service at the Schusteman Center Clinic. The addition of the outpatient imaging center is a vital component in making the Schusterman Center Clinic Tulsa’s a full service healthcare facility.

Hillcrest Medical Center Outpatient Imaging will be located in Suite 1800, on the north end of the building, and will provide a convenient option for our patients needing a CT, MRI, Ultrasound, X-Ray, Bone Density Screening or a Screening Mammogram. Our expectation is that all patients seen in the Imaging Center will receive excellent, personalized, high quality care.

Sincerely,

[Signature]
Daniel Duffy, M.D.
Dean