Dear Colleagues,

If you didn’t read the email sent at the beginning of the month, I am pleased to announce the appointment of Michael R. Gomez, M.D., M.S.-H.C.A., as the Daniel C. Plunket Chair in Pediatrics for the OU School of Community Medicine. Prior to joining the University of Oklahoma - Tulsa, Dr. Gomez served as medical director in the Henry Zarrow Neonatal Intensive Care Unit at The Children’s Hospital at Saint Francis. He was a partner in Newborn Specialists of Tulsa and is currently the chairman of the Department of Pediatrics at Saint Francis. Before coming to Tulsa, Dr. Gomez held several leadership positions in neonatology in Texas, including practice medical director with MAGELLA Medical Associates and Pediatrix Medical Group. He also served as a staff specialist in the Neonatal Intensive Care Unit at Texas Children’s Hospital/Baylor College of Medicine, one of the largest of its kind in the country. There he established the Extracorporeal Membrane Oxygenation Program and was the site’s principle investigator for the North American Inhaled Nitric Oxide Study, which established the clinical efficacy of inhaled nitric oxide for the treatment of hypoxic respiratory failure in term and near-term infants.

Dr. Gomez earned his medical doctorate from the University of Texas Health Science Center in San Antonio. He completed his pediatric residency at Columbia Presbyterian Babies’ Hospital in New York before completing his neonatology fellowship at Baylor College of Medicine, Houston. Dr. Gomez also holds an M.S. in Health Care Administration from Trinity University, San Antonio, has completed the Harvard School of Public Health’s Program for Chiefs of Clinical Services, and is board-certified by numerous medical organizations and professional healthcare administrative organizations.

Dr. Gomez has lead or participated in numerous research projects, developed innovative and novel medical therapies, introduced new methods of standardizing medical and professional practice, and authored several journal manuscripts and textbooks. The recipient of many awards as
a student and physician, he is frequently invited to lecture across the country on topics related to pediatrics, neonatology, and healthcare management.

The SCM is particularly pleased that Dr. Gomez has agreed to take on the challenge of leading the Pediatrics Department into a new era of community collaboration with the Children’s Hospital of Saint Francis Health System and advancing the community-based, participatory research agenda in early childhood development and coordination of care for our most medically challenged infants and children. With his energy and skill in leadership and organization, we are proud that he will be a crucial member of our leadership team. He is a most deserving successor to the giants in the Tulsa pediatrics community. We are fully confident he is more than up to the charge. We welcome him to the OUSCM.

**State of the College Address Held in December**

I want to thank those of you who completed the survey about our State of the College Address held in December. Of the 110 people who responded to the survey, 64 said they would recommend the meeting to others. In upcoming Dean’s Updates, I hope to answer many of the questions and address several comments included in these responses. Several respondents noted how helpful it was seeing the organizational chart and how “the administrative structure of the university relates to the clinic.” For those of you who may want to reference it, you may find the organizational chart on slide nine of my presentation at [http://www.ou.edu/content/dam/Tulsa/scm/pdf/FINAL%20State%20of%20the%20College%20Dec%2009%202011.pdf](http://www.ou.edu/content/dam/Tulsa/scm/pdf/FINAL%20State%20of%20the%20College%20Dec%2009%202011.pdf)

**Patient Survey**

As I mentioned during the address, the SCM will use data to make its decisions. To help us with regards to patient care services, we have begun using a standardized patient satisfaction survey delivered by Press Ganey. For more than 25 years, Press Ganey has been a recognized leader in health care performance improvement. Press Ganey works with more than 10,000 health care organizations nationwide, including 50 percent of all U.S hospitals, to improve clinical and business outcomes. For more information about the work Press Ganey has done, you may read case studies at [http://www.pressganey.com/aboutUs.aspx](http://www.pressganey.com/aboutUs.aspx)

In our case, surveys will be sent weekly to a certain percentage of randomly selected OU Physicians patients. Standardized surveys will allow us to compare ourselves with similar types of practices. Progressive practices across the country are using such surveys to improve their practices. By our April State of College address, we should have more data to share. The dates of our next All-College meetings have been set. Please mark your calendars: April 12, August 9 and December 13. Same presentation will be done twice each day - one at 8 am and the other at 4 pm.

**Other**

Other news from this month: PA students started their Bedlam Longitudinal clinic at Morton. Dr. Clancy, Thomas Boxley, Jonathan Joiner and Kim Johnson toured several area
legislators through the Wayman Tisdale Specialty Health Clinic (See construction update at http://www.ou.edu/content/dam/Tulsa/wtshc/doc/WTSHCJan2012.pdf). Our deans, chairs and senior management spent a morning discussing possible key performance indicators upon which to measure themselves and their departments in aligning with the strategic plan. I want to thank those serving on SCM’s National Committee for Quality Assurance planning committee. Our goal is to take OU Physicians’ Patient-Center Medial Home a step forward and obtain NCQA accreditation. I will discuss more about all these topics in subsequent Updates. Please keep reading our Updates.

Finally, three of our physicians including, Gerry Clancy, are presenting for the free Spring 2012 Seed Sower Series titled “Anxiety Coping with the Stress of Everyday Life”. Go to http://tulsa.ou.edu/Surveys/TakeSurvey.aspx?SurveyID=844J995 to register.

Please share any other news you may have with Karen or me.

Sincerely,

Daniel Duffy, M.D.
Dean

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**SCM PEOPLE NEWS**

**New Employees:**

- **Heidi Baldridge**, Internal Medicine
  Patient Service Rep III

- **Karen Brown**, Internal Medicine
  Patient Service Rep III

- **Kristi Bryant**, Psychiatry, IMPACT
  Case Manager III

- **Cecilia Calderon**, Pediatrics
  Patient Case Coordinator/Patient Service Rep III
Sarah Dick, Ob/Gyn  
Patient Service Rep II

Robert Evans, Security  
Security Officer, Family Medicine

Lisa Ramer, Pediatrics  
Patient Services Rep II

Damaris Rosa, Pediatrics  
Medical Assistant/Interpreter

We extend our best wishes to those leaving us:

**Linda Green**, Dean’s Office, has retired. We will miss her and have appreciated all she has done for the University throughout her 20 years.

**Jennifer Withrow, MSW**, director of Operations for OU Physicians Community Health, is taking the position with Rogers State University that combines more of her social work education and experience in an academic realm of higher education.

**OTHER**

**Jeff Alderman** had this essay on palliative care published the nationally syndicated and widely-read KevinMD.com medical blog. Congratulations to Jeff! Read his article at [http://www.kevinmd.com/blog/2012/01/family-meeting-important.html](http://www.kevinmd.com/blog/2012/01/family-meeting-important.html)

**Gerry Clancy** recently spoke at the Rotary Club of Tulsa to thank its foundation for their support of our school-based clinic. The grant allowed the program to buy a spirometer – see [https://www.facebook.com/ouscm](https://www.facebook.com/ouscm). Remember to “Like” OU School of Community Medicine on Facebook.

Two of our very own, **Gerry Clancy** and **David Kendrick**, were listed in Urban Tulsa’s “Hot 100” list. See [http://www.urbantulsa.com/gyrobase/Content?oid=oid%3A45501](http://www.urbantulsa.com/gyrobase/Content?oid=oid%3A45501)
Don Eberly, CPCS, was elected secretary/treasurer of the Oklahoma Association of Medical Staff Services.


Congratulations go to John Schumann, internal medicine. He received word that he is an honorable mention in the provider category of the 2011 Costs of Care essay contest. NPR intends to interview him about his essay. More than 100 essays were submitted from all over the country - New York to California, Texas to North Dakota, Alaska to Oklahoma. “There were many outstanding submissions; however your story really stood out to us,” said Neel T. Shah, M.D., M.P.P., Executive Director, Cost of Care.