MCOM Update: Education, Research and Clinical Care

Dr. Charles Lockwood
Senior Vice President, USF Health Dean, Morsani College of Medicine
Thank You for the Collective Effort Putting Our Patients’ Lives First During Hurricane Irma
- 60% increase over the past 4 years
- Compares to annual U.S. increases of 1.0 to 4.8% during that period.
MCOM MCAT Percentile Rank

Compares to U.S. mean matriculant average of 79<sup>th</sup>%ile
Mean Scores on USMLE Step 1 Exam by Class Year for USF MCOM and the Nation

<table>
<thead>
<tr>
<th>Year</th>
<th>Average MCOM Score</th>
<th>Average National Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014</td>
<td>218</td>
<td></td>
</tr>
<tr>
<td>2015</td>
<td>227</td>
<td>224</td>
</tr>
<tr>
<td>2016</td>
<td>228</td>
<td>228</td>
</tr>
<tr>
<td>2017</td>
<td>229</td>
<td>227</td>
</tr>
<tr>
<td>2018</td>
<td>229</td>
<td>226</td>
</tr>
<tr>
<td>2019 ALL</td>
<td>230.2</td>
<td>231.28</td>
</tr>
</tbody>
</table>

(STARTED 2015)
USMLE Step 2 CK Scores

- **MCOM Average**
- **National Average**

- 2013: 237
- 2014: 238
- 2015: 240
- 2016: 240
- 2017: 242

Scores:
- 2013: 243
- 2014: 241
- 2015: 241
- 2016: 243
- 2017: 245
Curriculum database created in Apian platform to map every aspect of curriculum, allows searches on key words, objectives, types of assessments, and instructional methods to identify gaps, redundancies and permit better curriculum management.

- **Phase 1: AY16/17** – Technology built to enter data.
- **Phase 2: AY17/18** – Curriculum mapped to course and program objectives, and national content objectives.
- **Phase 3: AY18/19** – Review AY17/18 map for gaps and redundancies. Map Entrustable Professional Activities (EPAs).
MCOM Contract & Grant Awards
(excludes MCC and Jaeb center grants)

FY2015: $43.8M
FY2016: $52.4M
FY2017: $54.1M

Krischer:
FY2015: $50.8M
FY2016: $71.2M
FY2017: $61.8M

Rest of MCOM:
FY2015: $43.8M
FY2016: $50.8M
FY2017: $54.1M

Total:
FY2015: $94.7M
FY2016: $123.5M
FY2017: $115.9M
MCOM Contract & Grant Expenditures (DC + IC)

FY2015: $40.2M
FY2016: $42.2M
FY2017: $48.2M

Krischer: $53.4M
Rest of MCOM: $53.4M
Total: $106.9M

FY2015: $93.5M
FY2016: $64.6M
FY2017: $110.8M

MCOM Contract & Grant Expenditures (DC + IC)
New NIH Funded Hires in the Past 18 Months

- Thomas McDonald (starts 10/1/17) - Cardiovascular Sciences
- Kami Kim (starts 10/1/17) - Internal Medicine - ID
- Samuel Wickline - Cardiovascular Sciences
- Juan Cardet - Internal Medicine
- Bala Chandran - Molecular Medicine
- Zhiming Ouyang - Molecular Medicine
- Sami Noujaim - Molecular Pharmacology & Physiology
- Timo Rieg - Molecular Pharmacology & Physiology
- Joshua Scallan - Molecular Pharmacology & Physiology
- Ronald Magness - Obstetrics & Gynecology
- Jolan Walter - Pediatrics
USN&WR Best Research Medical School Rankings

2015: 79
2016: 63
2017: 56
## Clinical Capacity Management

<table>
<thead>
<tr>
<th>Key Performance Indicators (KPI)</th>
<th>2015</th>
<th>2017</th>
<th>Benchmark</th>
</tr>
</thead>
<tbody>
<tr>
<td>Median New Patient Lag Time (days)</td>
<td>30</td>
<td>25</td>
<td>14*</td>
</tr>
<tr>
<td>Arrival Rate</td>
<td>65%</td>
<td>77%</td>
<td>90%</td>
</tr>
<tr>
<td>% Scheduled, not arrived – 1\textsuperscript{st} pass</td>
<td>35%</td>
<td>35%</td>
<td>20%</td>
</tr>
</tbody>
</table>

* Will be benchmarked on specialty and supply of available clinicians.
## Patient Access

<table>
<thead>
<tr>
<th>KPI</th>
<th>FY 2015</th>
<th>FY 2017</th>
<th>Benchmark</th>
</tr>
</thead>
<tbody>
<tr>
<td>% Calls Answered</td>
<td>65%</td>
<td>85%</td>
<td>95%</td>
</tr>
<tr>
<td>% Calls Answered within 30 seconds</td>
<td>49%</td>
<td>61%</td>
<td>80%</td>
</tr>
<tr>
<td>Average Speed to Answer (secs)</td>
<td>600</td>
<td>83</td>
<td>30</td>
</tr>
<tr>
<td>Abandonment Rate*</td>
<td>30%</td>
<td>11%</td>
<td>&lt; 5%</td>
</tr>
<tr>
<td>Median Hold Time (minutes)</td>
<td>NR</td>
<td>2.5</td>
<td>0.5</td>
</tr>
<tr>
<td>Median Talk Time (minutes)</td>
<td>NR</td>
<td>5.0</td>
<td>2-3</td>
</tr>
</tbody>
</table>

* Does not include patients ending phone call < 30 secs.
Quality Composite Score

- **2015** Annual Quality Composite Score: **-0.91**
- **2016** Annual Quality Composite Score: **-0.20**

**CMS 5 quality performance domains:**
1. Effective Clinical Care (ASA for ischemic vascular disease)
2. Person and Caregiver-Centered Experience and Outcomes (PG/CG-CAHPAS survey)
3. Community/Population Health (tobacco S&C)
4. Communication and Care Coordination (self: colonoscopy interval, melanoma referrals; claims: unnecessary hospitalizations for ambulatory sensitive conditions –pneum, DM, COPD, CHF)
5. Efficiency and Cost Reduction (antibiotics for sinusitis; amoxacillin)
TGH & MCOM Elevating Care Together

- Ranked nationally in six adult medical specialties by USN&WR.
- Re-launched Gyn Oncology Services and recruited Dr. Tom Rutherford.
- TGH-USF Institute for Advanced Organ Disease and Transplantation led by Dr. David Weill.
- Recruited MCOM Chair of Surgery and TGH Surgeon-in-Chief – Dr. Paul Kuo.
USF Health Care Patient Service and Total Revenue
FY 13-FY 16 UMSA/MSSC. FY 17 UMSA

<table>
<thead>
<tr>
<th></th>
<th>FY 2013</th>
<th>FY 2014</th>
<th>FY 2015</th>
<th>FY 2016</th>
<th>FY 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Revenue and Support</td>
<td>$181,873,830</td>
<td>$194,847,146</td>
<td>$218,573,538</td>
<td>$243,316,983</td>
<td>$266,072,284</td>
</tr>
</tbody>
</table>
CAMLs: New Focus, More Opportunities for Faculty and Students

- Expanded presence in Water Street Tampa.
- Academic emphasis has led to more opportunities for IPT and IP simulation training among medical, nursing, pharmacy, PA, and PT students.
- Committed to working with faculty/departments for any training programs and conferences.