** HEALTH SCIENCES FACULTY COUNCIL  
*Minutes*  
*May 5, 2015*

**Present:**  D Bazzo, B Cosman, J Dixon, L Hill, V Hook, H Kimmons, C Miller, T Moore, J Resnik  
A Ries, D Sears, W Wachsman, G Yung  

**Unable to attend:**  D Brenner, B Carter, R Clark, D Granet, S Huang, L Martin, J McKerrow, C Saenz  

**Absent:**  R Smith  

**Guests & Speakers:**  Thomas Savides  

**Recorder:**  C Caisip

| Call to Order and Approval of Minutes | Chair Cosman called the meeting to order at 5:05 p.m.  
Minutes for the April 7, 2015 meeting were submitted for approval. | The minutes were approved. |
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| Dr. Thomas Savides  
– Chief Experience Officer | Dr. Savides provided an overview of his role as Chief Experience Officer.  
Dr. Savides explained that his focus is not only the “patient” experience, but the experience of everyone involved including physicians, nurses, and administrative staff. His goal is to make the experience better for all.  
One strategy is trying to change the culture, and this begins with the Dean and CEO. This includes looking at other industries and studying what their business models are based on. For example, companies that succeed have good customer service.  
Dr. Savides mentioned that “selling” the experience includes having the right mentality and attitude. Also, tools such as surveys and training can be utilized to help achieve goals of an enhanced customer experience. This includes programs, such as having a professional “coach,” that will assist staff that receive low scores or bad comments. |
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- There is discussion re: Press Ganey scores and how they should be used. However, it is important that scores should be transparent.  
- Dr. Savides stated that it is important to know and state the vision of the program, and that the program is not just focused on physicians, but on all areas of the health system.

### Roundtable

- Dr. Granet discussed the future role of the HSFC and how it can be most effective.  
- One suggestion was involving the HSFC in early discussions so that the committee can provide input prior to decisions being made.  
- Another item was how to disseminate information and actions to the faculty so that more faculty are aware of current issues and concerns.  
- Other topics that continue to be brought before the council include educational RVUs, the future of GME training, funds flow that affect clinicians, and how FTEs are distributed.

### Old Business

- NO OLD BUSINESS WAS DISCUSSED

### New Business

- NO NEW BUSINESS WAS DISCUSSED

### Adjournment

- The meeting was adjourned at 6:22 p.m.

### Action Items

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### Next Meeting

- **Tuesday, June 2, 2015 - Spring Reception. Last council meeting will take place on Tuesday, July 7, 2015.**