

UBRC Mid-Year Summary January 2009

August

- New on-line management systems and procedures for resident benefits were explained by Ms. Kathleen Harrison.
- Residents are represented on University Committees by members of the UBRC. These include the Program Director Advisory Committee, the Graduate Medical Education Committee, and the Resident Benefits Committee.

September

- ECMC IT issues were identified, and conversations begun between ECMC administration and UBRC leadership
- Resident Participation in Language Assistance Documentation Planning at Kaleida was discussed with Simmone R. Washington, BS, MAOL, Corporate Diversity Coordinator, Kaleida Health Human Resources

October

- Polity collaboration resulted in: actions to improve student access to scrubs by medical school leadership; the initiation of a Movie Night where the movie "The Kite Runner" was shown to a group of residents & students and discussed during a post-film session led by a Psychiatry faculty & resident; and a UB Distinguished Speaker Group Event to see Khaled Hosseini, MD at UB's Alumni Arena on the North Campus
- Kaleida Health News Updates were discussed, and recommendations for communicating information to residents were made
- ACGME Institutional Site Visit October 20, 2008

November

- Final language for UBRC Mission Statement was approved for publication on the UBRC website
- Work hours survey issues were discussed and clarified
- Women & Children's Hospital parking lot safety discussions began

December

- A Kaleida Patient Safety administrator came in response to issues brought up about communication of Kaleida updates. Medication reconciliation was discussed, and potential improvements identified.
- Resident and Medical Student Burnout were discussed, an article from the NY Times was reviewed, Duke LIFE Curriculum CD's that include a module on "Burnout" were distributed ways to help identify characteristics that increase the risk of burnout, and select management techniques to help prevent, identify, or alleviate burnout.
- Program Administrator Recognition Week: December 8-12.
- Ongoing discussions regarding resident call rooms and parking privileges were held. The UBRC continues to function as a resident advocate in these negotiations.
- Upcoming Resident & Fellow Benefits Surveys were discussed. Representatives voted to deny the request from Blue Cross to conduct a phone survey of residents, and agreed to encourage fellow residents to provide good feedback on the GME survey to look at the Beneficiency service.