

Emory Department of Medicine Clinical Service Statement

Date:

Name:

Email:

Division:

Service Chief:

Please use the space below to describe significant contributions for each criteria. Refer to the Clinical Distinctions document on the [Faculty Development Website](#) for complete descriptions of requirements in each area. Two-page limit.

1. **Quality of Care and Patient Satisfaction [required]** *(use this section to describe your clinical service contributions, including metrics to support the quality of your care, your referral base, etc.)*

Since finishing my fellowship in Nephrology, I have provided direct patient care in a wide variety of clinical settings including long-term care and sub-acute care at Emory University Hospital and outpatient care at both Emory Saint Joseph's and the Atlanta VA. .

Having cared for a combined panel of over 2,500 adults in the outpatient setting over the past 13 years, I currently care for approximately 250 adults in the Atlanta region at EUH and TEC. In this capacity, I currently have achieved:

- A 2016 Provider Excellence Award at EUH for individual Press Ganey score at or above the 90th percentile
- A current Press Ganey individual practice summary mean score of 92% for 64 responses (6/30/2017), above the facility mean of 87%
- Multiple letters from patients and families complimenting care, including one sent directly to EUH Chief of Medicine.

2. **Innovation [encouraged]** *(describe any new programs or procedures that you have brought to Emory, or any process improvements that have led to better patient care)*

In 2014, I started the first inpatient consultation service at ESJH which ran for 4 years and helped improve the quality of care through my close collaboration with the hospital medicine service.

Currently, I have been working on developing the inpatient dialysis program. I have been tasked by both the EUH and ESJH Service Chiefs and the Division Director for Nephrology to 1) standardize care operations in the creation of an operations manual and 2) provide basis for establishing cross-comparison of EUH and ESJH quality care via the implementation of Medicare quality measures.

3. **Citizenship [required]** *(describe citizenship activities, such as participation in grand rounds, required certifications, teaching, mentoring, committee work, etc)*

I have mentored over 30 fellows and faculty over the last 14 years and continue my involvement with SiRE annually. I am also an OPEX preceptor for Emory School of Medicine students (M1,2).

I have given 4 internal visiting professor presentations and am currently serving on the DOM Faculty Development Committee and the SOM Recognitions Committee.

4. **Administration [optional]** *(use this section to describe your administrative contributions to patient care, e.g. directorships, patient access improvements)*

Since completing fellowship, I have had many administrative roles. I served as the Assistant Director for Nephrology at the VA for 6 years, during which time I assisted in preparation and response to state surveys as well as oversight of the medical care provided to 150 sub-acute and long-term patients. I acted as Fellowship Director for Nephrology and improved access for fellows at 2 other sites as well as enhanced quality of training interactions. I currently serve as Nephrology Service Chief at ESJH and EUH and supervise 40 providers as well as other disciplines providing care and acting as a quality reviewer for adverse events and improving patient access.