COM Education Leadership Team Meeting (CELT) Summary  
August 20, 2010  
10:00 – 11:00 am

Attending: Bruce Biagi, Patricia Blyden, Pamela Bradigan, Dan Clinchot, Amy Helder, Andy Hudson, James King, Lawrence Kirschner, Deborah Larsen, Cynthia Ledford, Catherine Lucey, Joanne Lynn, John Mahan, Bryan Martin, Mark Notestine, Andy Thomas, Howard Werman, Henry Zheng

Guests: Kathy Matney

Announcements

- On the research education front, Dr. James King will come out of retirement and become the associate vice dean for graduate education;
- Sad news on Dr. Allan Yates’ untimely passing while on vacation. Dr. Yates had contributed significantly to graduate education in biomedical sciences for more than 20 years and his passing is a great loss.
- Recognition for Dr. Deb Larsen for a great job in leading the quarter-to-semester transition, with many courses undergoing redesign.
- Policy on Conscientious Objections – please review and will be voted on by program directors.

AIDET (Patient Satisfaction) Presentation – Kathy Matney

AIDET is a communications protocol for care providers to patients. AIDET stands for acknowledge, introduce, duration, explanation, and thanks. Its objectives are to 1) reduce patient anxiety, 2) increase care consistency, and 3) engage patients.

Urgency for improving patient satisfaction: according to HCAHPS Survey and Hospital Compare (www.hospitalcompare.hhs.gov), OSU hospitals are the lowest rated among central Ohio hospitals in terms of doctors who communicated well.

Discussions:
- Physician / trainee involvement and buy-in critical to success
- Should emphasize in education curriculum
- Push survey data and updates timely and visibly to medical staff
- Possibly integrate data updates with iPhone/iPad app

2010 Education Mission Strategic Plan Accomplishments and Priorities Update – Catherine Lucey

- Item was tabled for next meeting.