

DIVISION OF

GENERAL INTERNAL MEDICINE

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It gives me great pleasure to present our division's 2023 accomplishments that demonstrate our ongoing commitment to patient centered care, quality and process improvement and medical education.

At University Hospitals Cleveland Medical Center, our Teaching Hospitalist faculty continued their excellence in clinical care, averaging a Risk Adjusted Mortality ratio of 0.54 (observed/expected) and Risk Adjusted Length of Stay ratio of 1.35, which based on metrics currently available to us, keeps them on par with peer academic institutions in the Premier database. Additionally, in an effort to improve patient throughput and decrease length of stay (LOS), our hospitalists piloted a novel "Advanced Practice Provider (APP) embedded Teaching team model of care" in which an APP was incorporated into the team with a goal of enhancing discharge efficiency. The 7-month pilot study demonstrated the positive impact of an APP-embedded team compared to a regular teaching team, by posting a 1.2 day shorter LOS and a higher percentage of discharges before 2pm, effects that ultimately translated into a cost savings of over a quarter million dollars for the length of this study.

In Primary Care, our ambulatory faculty continued to deliver an outstanding care experience to our patients and maintained their multiple year survey record of 96 – 100 % Top box choice in Patient satisfaction in the overall domains of "Rate the Provider" and "Recommend the Provider". Additionally, 3 of our faculty members including 2 hospitalists were honored as Cleveland Magazine's "Top Doctors" in 2023.

We are also very proud to be home to outstanding Clinician-Educators who have had a longstanding record of excellence in teaching and educational program development. In keeping with that tradition, our faculty nearly swept the 2023 faculty teaching awards with two division members conferred the Faculty Clerkship Teaching award and Outpatient Teacher of the Year award and a 3rd faculty honored with the Department of Medicine's highest teaching accolade of Master Clinician Educator.

In conclusion, I would like to say that even though we are a small division we have been impactful in all areas of University Hospital's mission to "To Heal, To Teach, To Discover" and I am very proud of my faculty's dedication to high quality service, process improvement and education. In 2024, in addition to continuing our current contributions, one of our top strategic initiatives is to expand our academic Primary Care enterprise at Cleveland Medical Center, so that we can better serve our neighboring community and provide a higher quality primary care educational experience for our trainees.

