

September 1, 2005

MEMORANDUM

TO: The Medical Center Operating Board:

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| E. Darracott Vaughan, Jr., M.D., Chair | |
| Thomas F. Farrell, II | Randy J. Koporc |
| Eugene V. Fife | Vincent J. Mastracco, Jr. |
| W. Heywood Fralin | Lewis F. Payne |
| Sam D. Graham, Jr., M.D. | Randl L. Shure |
| Edward J. Stemmler, M.D. | |

Ex Officio Advisory Members:

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| Arthur Garson, Jr., M.D. | R. Edward Howell |
| John B. Hanks, M.D. | Leonard W. Sandridge |

and

The Remaining Members of the Board of Visitors:

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| A. Macdonald Caputo | Don R. Pippin |
| Alan A. Diamonstein | Gordon F. Rainey, Jr. |
| Susan Y. Dorsey | Warren M. Thompson |
| G. Slaughter Fitz-Hugh, Jr. | Georgia M. Willis |
| Glynn D. Key | John O. Wynne |
| Mark J. Kington | Catherine S. Neale |

FROM: Alexander G. Gilliam, Jr.

RE: Minutes of the Meeting of the Medical Center Operating Board on September 1, 2005

The Medical Center Operating Board of the Board of Visitors of the University of Virginia met, in Open Session, at 12:25 p.m., Thursday, September 1, 2005, in the Board Room at the Medical Center; E. Darracott Vaughan, Jr., M.D., Chair, presided. W. Heywood Fralin, Sam D. Graham, Jr., M.D., Lewis F. Payne, Randl L. Shure, and Edward J. Stemmler, M.D. were present. Thomas F. Farrell, II, Rector, participated by telephone.

A. Macdonald Caputo also participated by telephone.

Present as well were Arthur Garson, Jr., M.D., John B.

Hanks, M.D., R. Edward Howell, and Leonard W. Sandridge - all *ex-officio* Members of the Medical Center Operating Board.

Also present were Alexander G. Gilliam, Jr., Ms. Beth C. Hodsdon, Larry Fitzgerald, Ms. Margaret van Bree, Thomas A. Massaro, M.D., Michael J. Morsberger, Ms. Patricia L. Cluff, and Ms. Jeanne Flippo Bailes.

The Chair opened the meeting by asking for a moment of silence for the victims of Hurricane Katrina in New Orleans and on the Gulf Coast.

Mr. Howell reported that the Medical Center has made arrangements to provide dialysis for patients from South Louisiana and South Mississippi, and that several were expected in the next few days. Dr. Garson said there are conversations between the Medical School and the Medical Schools of Tulane University and Louisiana State University about the possibility of upper level medical students continuing their studies as visiting students in Charlottesville.

The Chair introduced Mr. Randl Shure, the new Member of the Medical Center Operating Board; he then asked Mr. Howell, Vice President and Chief Executive Officer of the Medical Center, to present the Agenda.

AMENDED BY-LAWS OF THE CLINICAL STAFF OF THE MEDICAL CENTER

Mr. Howell reminded Members that one of their responsibilities as a Board, delegated to them by the Board of Visitors, is to develop and approve the By-Laws which govern clinical practice at the Medical Center. The By-Laws were last revised in September, 2002, and must be reviewed in preparation for the forthcoming Joint Commission Survey. The By-Laws Committee of the Clinical Staff Executive Committee has undertaken this; Mr. Howell asked Dr. Hanks, the President of the Clinical Staff, to comment on the changes proposed by the Committee.

Dr. Hanks gave a brief review of the changes.

On motion, the Medical Center Operating Board adopted a resolution approving the proposed changes in the By-Laws. (See Attachment A) It is not necessary for this resolution to be referred to the full Board of Visitors for approval, but as a matter of record it will be reported at the next Board of Visitors meeting.

APPROVAL OF AMENDED AND RESTATED BYLAWS OF THE CLINICAL STAFF OF THE MEDICAL CENTER

WHEREAS, the Medical Center Operating Board has reviewed the Amended and Restated Bylaws of the Clinical Staff of the Medical Center;

RESOLVED that the Medical Center Operating Board approves the Amended and Restated Bylaws of the Clinical Staff of the Medical Center. These amendments, which are appended to this Resolution as an Attachment, shall be effective September 1, 2005.

(N.B.: In these Minutes, this Attachment is listed as Attachment A)

MEDICAL CENTER INPATIENT BED EXPANSION

Mr. Howell told Members that the Medical Center's recent bed need analysis indicates a shortfall of about 110 beds by the calendar year 2013. Rectifying this shortfall is the highest priority of the Clinical Staff.

Using slides and diagrams, Mr. Howell showed Members suggested ways in which the present building could be modified and expanded, in stages, to accommodate about 129 new beds by 2011.

He then proposed a resolution approving an expansion of the Medical Center. The resolution will be forwarded to the Buildings and Grounds Committee for design approvals, to the Finance Committee for the financing plan and bond approvals, and to the full Board for final approval.

The Chair asked that the Minutes of the meeting reflect that in planning for this expansion, the administration and the Medical Center Operating Board took into account the needs and suggestions of the faculty.

RECOMMENDATION REGARDING MEDICAL CENTER INPATIENT BED EXPANSION

WHEREAS, the Medical Center Operating Board has reviewed the options regarding increasing inpatient capacity for the Medical Center;

RESOLVED, the Medical Center Operating Board approves, and recommends to the Buildings and Grounds Committee for design approvals and to the Finance Committee for financing approvals, the Medical Center Inpatient Bed Expansion project; this project is to add up to 130 inpatient beds to the existing hospital facility.

VICE PRESIDENT'S REPORT

Mr. Howell and the Board congratulated, again, the Chair on his appointment as Senior Associate Dean for Clinical Affairs and Executive Vice Provost at the Weil Cornell Medical College in New York.

Mr. Howell reported that 135 members of the faculty and staff of the Medical Center participated several weeks ago in the sixth annual Rural Area Medicine (RAM) clinic in southwest Virginia. A bit over 6,400 people were seen by medical staff at the clinic.

DR. GARSON'S REPORT

Dr. Garson, Dean of the School of Medicine and Vice President, gave his customary report. He noted the several important searches underway and said he was optimistic about early and successful resolutions of these. He reminded the Board of the groundbreaking for MR-6 - the Carter-Harrison Research Building - set for September 16th. He expressed once again the School's appreciation to the donors for their generosity and he gave the Board a notion of what will be in the building.

FINANCIAL REPORT

Mr. Howell asked Mr. Fitzgerald, Chief Financial Officer for the Medical Center, to give the financial report.

Mr. Fitzgerald presented figures for the first eleven months of Fiscal Year 2005; the figures for June are available but still unaudited, but Mr. Fitzgerald said those numbers would be in line with the trends shown in the previous eleven months.

Admissions and short stay patients, through May, were .5% below budget and 2.6% above the previous year. Length of stay was 5.78 days, which was above the budgeted 5.63 days length of stay. Admissions have decreased from last year in several services, including cardiology and psychiatry, but have increased in neurosurgery and general surgery. Patient revenues were 1% above budget and 12.4% above last year; total operating expenses were .4% above budget and 11.1% above last year.

The operating margin for the first eleven months was 5.7%; the budgeted goal was 4.9%.

OPERATIONS REPORT

Ms. van Bree, Chief Operations Officer, gave the customary operations report.

The *U.S. News and World Report* survey, "America's Best Hospitals," which was published in July, ranked seven medical specialties at the University: endocrinology (hormonal disorders) ranked 6th; ear, nose and throat 20th; urology 22nd; cancer 32nd; gynecology 34th; digestive disorders 37th; and neurology and neurosurgery 48th. In this latest survey, only 176 hospitals scored high enough to be ranked in even a single specialty.

The Medical Center is one of eight hospitals in the country, and the only one in Virginia/Maryland/Washington, D.C., to be recognized by the American Medical Association for developing "exemplary programs to improve communication between health care professionals and patients."

The medical laboratories were relocated in May and June: the Anatomical Pathology Division is now in new space in the Hospital Expansion, and Clinical Laboratories have moved into the new building, constructed for that purpose, at 11th and Main Streets. Laboratory specimens will be transported between the new building and the Hospital by means of a pneumatic tube, as well as by courier.

The visit of the Joint Commission on Accreditation of Health Care Organizations (JCAHO) is set for December of this year, and preparations are underway at the Medical Center. This will be the last scheduled such visit: beginning next year, all JCAHO visits will be unannounced.

The Virginia Office of Emergency Services' triennial trauma center site visit is set for September 29th. It will be a one-day survey and it will determine whether the Medical Center's certification as a Level 1 trauma center is continued.

REPORT ON GRADUATE MEDICAL EDUCATION - GME

Mr. Howell asked Dr. Massaro, in his capacity as the Medical Center's Institutional Officer and Associate Dean for Graduate Medical Education (GME), to give his annual report on GME.

The Medical Center has received excellent new residents this year, and Dr. Massaro described how they learn and how they practice. He told the Board about the Master Educator Award and the two recipients this year, Dr. Bruce Schirmer and Dr. Keith Littlewood.

Dr. Massaro said that for the next academic year (2006-2007) a new course is planned, "Leadership in Medicine." The course will offer residents "special competency" certificates in

several areas (e.g., Public Health, Health Administration, Patient Safety, Clinical Trials); the course would not mean extending a residency and it would be designed to give competitive advantage to those residents seeking academic positions. Advanced degree programs - which would mean an extension of a residency - could be of interest to residents.

Dr. Massaro noted that 67 residency programs at the Medical Center are accredited; he described the accreditation process and how each program undergoes a regular internal review.

CLINICAL STAFF REPORT

Dr. Hanks, President of the Clinical Staff, gave his customary report.

He noted the Clinical Staff's involvement in the planning of the expansion of the Hospital and said that the Staff is very much in favor of it; the shortage of hospital beds, he reminded the Board, had been one of the principal topics discussed at the Clinical Staff Retreat last January.

Other issues of concern to the Clinical Staff recently are being discussed at this meeting of the Board: e.g., the importance of Graduate Medical Education reported by Dr. Massaro, and the necessity for revising the Clinical Staff By-Laws.

Dr. Hanks said the next Retreat of the Clinical Staff is set for January 6th and 7th, and he invited Board members to attend.

RESOLUTION TO CONSIDER AN ADDENDUM TO THE AGENDA

By unanimous vote, the Board adopted the following resolution:

RESOLVED that the Medical Center Operating Board approves the addition of an item to the Agenda for consideration by the Board.

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EXECUTIVE SESSION

At 1:45 p.m., after adopting the following motion, the Board went into Executive Session:

That the Medical Center Operating Board convene in Executive Session to evaluate proposed appointments and credentialing, and other personnel action, regarding specific medical staff and health care professionals; also to discuss proprietary business information of the Medical Center in connection with gift development and fundraising; to evaluate the comparative standing of the Medical Center in the health care marketplace; to identify strategic priorities and marketing opportunities in expansion of patient care facilities and in clinical and translational research; and to consider confidential information related to improving patient safety in clinical care; and further, in consultation with legal counsel, to evaluate the Medical Centers' compliance with its regulatory, licensing, and accreditation requirements; as disclosure at this time would adversely affect the competitive position of the Medical Center. The foregoing motion is authorized by Sections 2.2-3711 (A) (1), (4), (6), (7), (8), and (23) of the Code of Virginia. The meeting of the Medical Center Operating Board is further privileged under Section 8.01-581.17 of the Code of Virginia.

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The Board resumed in Open Session at 3:20 p.m., and adopted the following resolution, certifying that all of its discussions in Executive Session had been conducted in accordance with exemptions permitted by the Virginia Freedom of Information Act:

That we vote on and record our certification that, to the best of each Board member's knowledge, only public business matters lawfully exempted from open meeting requirements and which were identified in the motion(s) authorizing the closed session, were heard, discussed or considered in closed session.

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The Board then adopted the following resolutions, which reflected discussions conducted in Executive Session; neither resolution requires action by the full Board of Visitors, but both will be reported, as a matter of record, at the next meeting of the Board of Visitors:

APPROVAL OF UNIVERSITY OF VIRGINIA MEDICAL CENTER PATIENT GRIEVANCE PROCESS AND DELEGATION TO PATIENT GRIEVANCE COMMITTEE

WHEREAS, the Centers for Medicare and Medicaid Services require that a hospital's governing body approve the hospital's patient grievance process and review and resolve patient grievances or delegate such responsibility in writing to a grievance committee;

RESOLVED that the Medical Center Operating Board approves the Medical Center's patient grievance process as reflected by Medical Center Policy 0070 appended to this Resolution as an Attachment;

(N.B.: In these Minutes, this Attachment is listed as Attachment B)

RESOLVED FURTHER that the Medical Center Operating Board authorizes the Vice President and Chief Executive Officer of the Medical Center to create a Medical Center Patient Grievance Committee and appoint members thereto from time to time, with the membership consisting of more than one person and having adequate numbers of qualified members to review and resolve patient grievances in a manner that complies with the federal grievance process requirements;

RESOLVED FURTHER that the Medical Center Operating Board delegates to the Medical Center Patient Grievance Committee the authority and responsibility to review and resolve all Medical Center patient grievances, with reporting from the Patient Grievance Committee to the Medical Center Operating Board as appropriate from time to time.

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CREDENTIALING AND RE-CREDENTIALING ACTIONS

NEW APPOINTMENTS TO THE CLINICAL STAFF

RESOLVED that the recommendations of the Clinical Staff Executive Committee for appointment to the Clinical Staff of the University of Virginia Medical Center and the granting of specific privileges to the following practitioners are approved:

Ali, Uzma M., M.B.B.S., Physician in the Department of Family Medicine; Instructor Staff Status; Period of Appointment: July 12, 2005, through June 30, 2006; Privileged in Family Medicine.

Bennett, John C., M.D., Surgeon in the Department of Surgery; Attending Staff Status; Period of Appointment: July 1, 2005, through June 30, 2006; Privileged in Surgery.

Chirichetti, Scott D., D.O., Physiatrist in the Department of Physical Medicine; Attending Staff Status; Period of Appointment: July 18, 2005, through June 30, 2006; Privileged in Physical Medicine.

Cordoro, Kelly M., M.D., Dermatologist in the Department of Dermatology; Attending Staff Status; Period of Appointment: July 1, 2005, through June 30, 2006; Privileged in Dermatology.

Duong, Phuong-Anh T., M.D., Radiologist in the Department of Radiology; Attending Staff Status; Period of Appointment: July 18, 2005, through July 17, 2006; Privileged in Radiology.

Gajarski, Robert J., M.D., Pediatrician in the Department of Pediatrics; Attending Staff Status; Period of Appointment: July 27, 2005, through June 30, 2006; Privileged in Pediatrics.

Ganz, Jodi E., M.D., Dermatologist in the Department of Dermatology; Attending Staff Status; Period of Appointment: July 1, 2005, through June 30, 2006; Privileged in Dermatology.

Greenshields, Andrew J., M.D., Radiologist in the Department of Radiology; Instructor Staff Status; Period of Appointment: July 12, 2005, through June 30, 2006; Privileged in Radiology.

Grosslight, Kenneth R., M.D., Anesthesiologist in the Department of Anesthesiology; Attending Staff Status; Period of Appointment: August 1, 2005, through July 31, 2006; Privileged in Anesthesiology.

Harney, Iantha L., M.D., Radiologist in the Department of Radiology; Instructor Staff Status; Period of Appointment: July 5, 2005, through June 30, 2006; Privileged in Radiology.

Harrison, James H., M.D., Pathologist in the Department of Pathology; Attending Staff Status; Period of Appointment: July 1, 2005, through June 30, 2006; Privileged in Pathology.

Lambert, Drew L., M.D., Radiologist in the Department of Radiology; Attending Staff Status; Period of Appointment: May 19, 2005, through May 18, 2006; Privileged in Radiology.

Larson Sawin, Gregory E., M.D., Physician in the Department of Family Medicine; Instructor Staff Status; Period of Appointment: July 1, 2005, through June 30, 2006; Privileged in Family Medicine.

Leibold, Thomas Mark, M.D., Surgeon in the Department of Surgery; Instructor Staff Status; Period of Appointment: July 1, 2005, through June 30, 2006; Privileged in Surgery.

Lyons, Paul D., M.D., Neurologist in the Department of Neurology; Instructor Staff Status; Period of Appointment: July 1, 2005, through June 30, 2006; Privileged in Neurology.

McClain, Matthew B., M.D., Radiologist in the Department of Radiology; Instructor Staff Status; Period of Appointment: July 1, 2005, through June 30, 2006; Privileged in Radiology.

Nicholson, Brandi T., M.D., Radiologist in the Department of Radiology; Instructor Staff Status; Period of Appointment: July 1, 2005, through June 30, 2006; Privileged in Radiology.

Northup, Patrick G., M.D., Physician in the Department of Internal Medicine; Attending Staff Status; Period of Appointment: July 7, 2005, through June 30, 2006; Privileged in Internal Medicine.

Pak, Anna S., M.D., Pediatrician in the Department of Pediatrics; Attending Staff Status; Period of Appointment: July 11, 2005, through July 10, 2006; Privileged in Pediatrics.

Sala, Joseph C., D.O., Radiologist in the Department of Radiology; Instructor Staff Status; Period of Appointment: July 5, 2005, through June 30, 2006; Privileged in Radiology.

Saririan, Shahrzad, M.D., Physician in the Department of Family Medicine; Instructor Staff Status; Period of Appointment: July 27, 2005, through June 30, 2006; Privileged in Family Medicine.

Sarti, Marc, M.D., Radiologist in the Department of Radiology; Instructor Staff Status; Period of Appointment: July 1, 2005, through June 30, 2006; Privileged in Radiology.

Scott, Evelyn S., M.D., Physician in the Department of Internal Medicine; Attending Staff Status; Period of Appointment: August 1, 2005, through May 2, 2006; Privileged in Internal Medicine.

Shah, Lubdha M., M.D., Radiologist in the Department of Radiology; Attending Staff Status; Period of Appointment: July 18, 2005, through July 17, 2006; Privileged in Radiology.

Shilling, Ashley M., M.D., Anesthesiologist in the Department of Anesthesiology; Attending Staff Status; Period of Appointment: July 1, 2005, through June 30, 2006; Privileged in Anesthesiology.

Taffoni, Matthew J., M.D., Radiologist in the Department of Radiology; Instructor Staff Status; Period of Appointment: July 1, 2005, through June 30, 2006; Privileged in Radiology.

Vyas, Sahana, M.D., Ophthalmologist in the Department of Ophthalmology; Instructor Staff Status; Period of Appointment: July 7, 2005, through June 30, 2006; Privileged in Ophthalmology.

Zimmermann, Jay A., M.D., Physician in Regional Primary Care; Attending Staff Status; Period of Appointment: August 1, 2005, through July 31, 2006; Privileged in Family Medicine.

REAPPOINTMENTS TO THE CLINICAL STAFF

RESOLVED that the recommendations of the Clinical Staff Executive Committee for reappointment to the Clinical Staff of the University of Virginia Medical Center and the granting of specific privileges to the following practitioners are approved:

Altes, Talissa A., M.D., Radiologist in the Department of Radiology; Attending Staff Status; Period of Reappointment: November 1, 2005, through October 31, 2006; Privileged in Radiology.

Arthur, Rodney S., M.D., Physician in the Department of Internal Medicine; Attending Staff Status; Period of Reappointment: December 12, 2005, through December 11, 2007; Privileged in Internal Medicine.

Ashraf, Mohammed K., M.D., Physician in the Department of Internal Medicine; Visiting Staff Status; Period of Reappointment: October 1, 2005, through October 1, 2007; Privileged in Internal Medicine.

Balint, Bart W., M.D., Anesthesiologist in the Department of Anesthesiology; Attending Staff Status; Period of Reappointment: November 1, 2005, through October 31, 2006; Privileged in Anesthesiology.

Baum, Lora D., Ph.D., Psychologist in the Department of Psychiatric Medicine; Attending Staff Status; Period of Reappointment: October 1, 2005, through September 30, 2006; Privileged in Psychology.

Bender, Scott D., Ph.D., Psychologist in the Department of Psychiatric Medicine; Attending Staff Status; Period of Reappointment: November 15, 2005, through November 14, 2007; Privileged in Psychology.

Brooks, Charles H., M.D., Physician in the Department of Internal Medicine; Attending Staff Status; Period of Reappointment: June 6, 2005 through June 5, 2007; Privileged in Internal Medicine.

Bryant, Mary G., M.D., Physiatrist in the Department of Physical Medicine; Attending Staff Status; Period of Reappointment: December 1, 2005, through November 30, 2007; Privileged in Physical Medicine.

Burns, Ted M., M.D., Neurologist in the Department of Neurology; Attending Staff Status; Period of Reappointment: October 1, 2005, through September 30, 2007; Privileged in Neurology.

Ciambotti, Jonathan M., M.D., Radiologist in the Department of Radiology; Attending Staff Status; Period of Reappointment: August 20, 2005, through June 30, 2006; Privileged in Radiology.

Crosby, Ivan K., M.B.B.S., Surgeon in the Department of Surgery; Attending Staff Status; Period of Reappointment: November 25, 2005, through November 24, 2006; Privileged in Surgery.

Dalton, Claudette E., M.D., Anesthesiologist in the Department of Anesthesiology; Attending Staff Status; Period of Reappointment: November 25, 2005, through November 24, 2006; Privileged in Anesthesiology.

Darracott, Mixon M., M.D., Obstetrician and Gynecologist in the Department of Obstetrics and Gynecology; Attending Staff Status; Period of Reappointment: October 1, 2005, through September 30, 2006; Privileged in Obstetrics and Gynecology.

Ehtesham, Asad G., M.D., Physician in the Department of Internal Medicine; Visiting Staff Status; Period of Reappointment: November 1, 2005, through October 31, 2007; Privileged in Internal Medicine.

Ferguson, Wayne W., M.D., Surgeon in the Department of Surgery; Attending Staff Status; Period of Reappointment: November 25, 2005, through November 24, 2006; Privileged in Surgery.

Foster, Richard W., M.D., Radiologist in the Department of Radiology; Visiting Staff Status; Period of Reappointment: December 1, 2005, through November 30, 2006; Privileged in Radiology.

Freedman, William B., M.D., Physician in the Department of Internal Medicine; Attending Staff Status; Period of Reappointment: October 1, 2005, through September 30, 2006; Privileged in Internal Medicine.

Freeman, Jason R., Ph.D., Psychologist in the Department of Psychiatric Medicine; Attending Staff Status; Period of Reappointment: October 1, 2005, through September 30, 2007; Privileged in Psychology.

Friend, Christopher D., M.D., Physician in the Department of Internal Medicine; Attending Staff Status; Period of Reappointment: October 1, 2005, through September 30, 2006; Privileged in Internal Medicine.

Gaston, Susan M., M.D., Pediatrician in the Department of Pediatrics; Attending Staff Status; Period of Reappointment: November 25, 2005, through November 24, 2007; Privileged in Pediatrics.

Giles, Richard D., M.D., Physician in the Department of Internal Medicine; Visiting Staff Status; Period of Reappointment: October 27, 2005, through October 26, 2007; Privileged in Internal Medicine.

Guise, Theresa A., M.D., Physician in the Department of Internal Medicine; Attending Staff Status; Period of Reappointment: October 1, 2005, through September 30, 2007; Privileged in Internal Medicine.

Harper, Michael R., M.D., Physician in the Department of Family Medicine; Attending Staff Status; Period of Reappointment: October 1, 2005, through September 30, 2007; Privileged in Family Medicine.

Henderson, Deborah M., M.D., Physician in the Department of Internal Medicine; Attending Staff Status; Period of Reappointment: October 1, 2005, through September 30, 2007; Privileged in Internal Medicine.

Hobbs, William R., M.D., Psychiatrist in the Department of Psychiatric Medicine; Attending Staff Status; Period of Reappointment: December 1, 2005 through November 30, 2006; Privileged in Psychiatric Medicine.

Iudica, A. Christian, M.D., Physician in the Department of Family Medicine; Attending Staff Status; Period of Reappointment: November 15, 2005, through November 14, 2007; Privileged in Family Medicine.

Jarjour, Wael N., M.D., Physician in the Department of Internal Medicine; Attending Staff Status; Period of Reappointment: December 1, 2005, through November 30, 2007; Privileged in Internal Medicine.

Johnson, Sheryl L., M.D., Psychiatrist in the Department of Psychiatric Medicine; Attending Staff Status; Period of Reappointment: December 20, 2005, through December 19, 2007; Privileged in Psychiatric Medicine.

Larriviere, Daniel G., M.D., Neurologist in the Department of Neurology; Attending Staff Status; Period of Reappointment: September 1, 2005, through August 31, 2006; Privileged in Neurology.

Lashley, Susan L., M.D., Obstetrician and Gynecologist in the Department of Obstetrics and Gynecology; Attending Staff Status; Period of Reappointment: October 23, 2005, through October 22, 2007; Privileged in Obstetrics and Gynecology.

Leslie, Catherine A., M.D., Psychiatrist in the Department of Psychiatric Medicine; Attending Staff Status; Period of Reappointment: November 25, 2005, through November 24, 2006; Privileged in Psychiatric Medicine.

Lim, David S., M.D., Pediatrician in the Department of Pediatrics; Attending Staff Status; Period of Reappointment: October 1, 2005, through September 30, 2007; Privileged in Pediatrics.

Lockridge, Robert S., M.D., Physician in the Department of Internal Medicine; Visiting Staff Status; Period of Reappointment: October 27, 2005, through October 26, 2007; Privileged in Internal Medicine.

Macik, B. Gail, M.D., Physician in the Department of Internal Medicine; Attending Staff Status; Period of Reappointment: October 15, 2005, through October 14, 2007; Privileged in Internal Medicine.

McGowan, John A., M.D., Physician in the Department of Internal Medicine; Attending Staff Status; Period of Reappointment: December 4, 2005, through December 3, 2007; Privileged in Internal Medicine.

McLaren, Nancy M., M.D., Pediatrician in the Department of Pediatrics; Attending Staff Status; Period of Reappointment: December 13, 2005, through December 12, 2007; Privileged in Pediatrics.

McMasters, Mary G., M.D., Physician in the Department of Internal Medicine; Attending Staff Status; Period of Reappointment: December 6, 2005, through December 5, 2007; Privileged in Internal Medicine.

Moffatt, Lawrence S., M.D., Physician in the Department of Internal Medicine; Visiting Staff Status; Period of Reappointment: November 1, 2005, through October 31, 2007; Privileged in Internal Medicine.

Nguyen, Duong X., M.D., Physician in the Department of Internal Medicine; Attending Staff Status; Period of Reappointment: November 24, 2005, through November 23, 2006; Privileged in Internal Medicine.

Oliver, Mohammed N., M.D., Physician in the Department of Family Medicine; Attending Staff Status; Period of Reappointment: October 1, 2005, through September 30, 2007; Privileged in Family Medicine.

Overby, Terry L., M.D., Physician in the Department of Internal Medicine; Attending Staff Status; Period of Reappointment: December 4, 2005, through December 3, 2007; Privileged in Internal Medicine.

Ranney, Anne M., M.D., Pediatrician in the Department of Pediatrics; Attending Staff Status; Period of Reappointment: October 1, 2005, through September 30, 2006; Privileged in Pediatrics.

Ross, Maureen, M.D., Physician in the Department of Internal Medicine; Attending Staff Status; Period of Reappointment: October 6, 2005, through October 5, 2007; Privileged in Internal Medicine.

Rubendall, David S., D.O., Physiatrist in the Department of Physical Medicine; Attending Staff Status; Period of Reappointment: December 1, 2005, through November 30, 2007; Privileged in Physical Medicine.

Saddler, Antoinette R., M.D., Physician in the Department of Internal Medicine; Attending Staff Status; Period of Reappointment: November 1, 2005, through October 31, 2007; Privileged in Internal Medicine.

Seto, Craig K., M.D., Physician in the Department of Family Medicine; Attending Staff Status; Period of Reappointment: November 1, 2005, through October 31, 2007; Privileged in Family Medicine.

Sifri, Costi, M.D., Physician in the Department of Internal Medicine; Attending Staff Status; Period of Reappointment: October 18, 2005, through October 17, 2007; Privileged in Internal Medicine.

Simpson, Allan G., M.D., Physician in the Department of Internal Medicine; Attending Staff Status; Period of Reappointment: October 1, 2005, through September 30, 2007; Privileged in Internal Medicine.

Spicuzza, Thomas J., M.D., Neurologist in the Department of Neurology; Attending Staff Status; Period of Reappointment: November 25, 2005, through November 24, 2006; Privileged in Neurology.

Stiltner, Angela R., M.D., Physician in the Department of Internal Medicine; Attending Staff Status; Period of Reappointment: November 16, 2005, through November 15, 2007; Privileged in Internal Medicine.

Strumper, Danja, M.D., Anesthesiologist in the Department of Anesthesiology; Attending Staff Status; Period of Reappointment: October 1, 2005, through September 30, 2007; Privileged in Anesthesiology.

Ting, Paul H., M.D., Anesthesiologist in the Department of Anesthesiology; Attending Staff Status; Period of Reappointment: October 20, 2005, through October 19, 2007; Privileged in Anesthesiology.

Waligora, Andrew, M.D., Physician in the Department of Internal Medicine; Attending Staff Status; Period of Reappointment: December 4, 2005, through December 3, 2007; Privileged in Internal Medicine.

Weiss, Geoffrey R., M.D., Physician in the Department of Internal Medicine; Attending Staff Status; Period of Reappointment: November 11, 2005, through November 10, 2007; Privileged in Internal Medicine.

Whitehill, Richard, M.D., Orthopedic Surgeon in the Department of Orthopedics; Attending Staff Status; Period of Reappointment: November 25, 2005, through November 24, 2006; Privileged in Orthopedic Surgeon.

Wilder, Robert P., M.D., Physiatrist in the Department of Physical Medicine; Attending Staff Status; Period of Reappointment: November 16, 2005, through November 15, 2007; Privileged in Physical Medicine.

Young, Denise S., M.D., Obstetrician and Gynecologist in the Department of Obstetrics and Gynecology; Attending Staff Status; Period of Reappointment: December 1, 2005, through November 30, 2006; Privileged in Obstetrics and Gynecology.

STATUS CHANGES TO CLINICAL STAFF

RESOLVED that the recommendations of the Clinical Staff Executive Committee for the status changes in clinical privileges to the following practitioners are approved:

Beasley Oskouian, Christen B., M.D., Pediatrician in the Department of Pediatrics; Instructor Staff Status; Date of Reappointment Changed to March 16, 2005 through March 15, 2006; Privileged in Pediatrics.

Rogol, Alan D., M.D., Pediatrician in the Department of Pediatrics; Attending Staff Status; Date of Reappointment Changed to October 1, 2004 through June 30, 2006; Privileged in Pediatrics.

Taft, William C., M.D., Neurologist in the Department of Neurology; Instructor Staff Status; Date of Reappointment Changed to May 1, 2005 through June 30, 2006; Privileged in Neurology.

SECONDARY REAPPOINTMENTS TO THE CLINICAL STAFF

RESOLVED that the recommendation of the Clinical Staff Executive Committee for secondary reappointment to the Clinical Staff of the University of Virginia Medical Center and the granting of specific privileges to the following practitioner is approved:

Macik, B. Gail, M.D., Physician in the Department of Pathology; Attending Staff Status; Period of Reappointment: October 15, 2004, through October 14, 2007; Privileged in Pathology.

RESIGNATIONS FROM THE CLINICAL STAFF

RESOLVED that the recommendations of the Clinical Staff Executive Committee for the resignation and expiration of clinical privileges to the following practitioners are approved:

Abdrabbo, M. Khalouck, M.D., Physician in the Department of Internal Medicine; Attending Staff Status; Effective date of Resignation: June 27, 2005.

Baldrate, Christine Z., M.D., Pediatrician in the Department of Pediatrics; Attending Staff Status; Effective date of Resignation: May 31, 2005.

Bishop, Jennifer E., M.D., Physician in the Department of Internal Medicine; Instructor Staff Status; Effective date of Resignation: March 31, 2005.

Blank, Randal S., M.D., Anesthesiologist in the Department of Anesthesiology; Attending Staff Status; Effective date of Resignation: April 24, 2005.

Buckman, John, M.D., Psychiatrist in the Department of Psychiatric Medicine; Attending Staff Status; Effective date of Resignation: May 31, 2005.

Burgos, Ricardo M., M.D., Radiologist in the Department of Radiology; Instructor Staff Status; Effective date of Resignation: June 30, 2005.

Burns, James A., M.D., Otolaryngologist in the Department of Otolaryngology; Attending Staff Status; Effective date of Resignation: June 30, 2005.

Cavaliere, Robert, M.D., Neurologist in the Department of Neurology; Attending Staff Status; Effective date of Resignation: June 30, 2005.

Chaudhari, Swati, M.D., Physician in the Department of Internal Medicine; Attending Staff Status; Effective date of Resignation: March 21, 2005.

Crawford, Marguerite M., M.D., Pediatrician in the Department of Pediatrics; Attending Staff Status; Effective date of Resignation: June 30, 2005.

Crowl, Aalya H., M.D., Physician in the Department of Internal Medicine; Instructor Staff Status; Effective date of Resignation: April 17, 2005.

Degnan, Gregory G., M.D., Orthopedic Surgeon in the Department of Orthopedics; Attending Staff Status; Effective date of Resignation: June 10, 2005.

Eldridge, David L., M.D., Pediatrician in the Department of Pediatrics; Instructor Staff Status; Effective date of Resignation: June 30, 2005.

Farace, Elana, Ph.D., Neuropsychologist in the Department of Neurosurgery; Attending Staff Status; Effective date of Resignation: May 1, 2005.

Farr, Barry M., M.D., Physician in the Department of Internal Medicine; Attending Staff Status; Effective date of Resignation: January 1, 2005.

Ferreira, Claudio A., M.D., Ophthalmologist in the Department of Ophthalmology; Instructor Staff Status; Effective date of Resignation: June 30, 2005.

Frazier, Jeffrey A., M.D., Radiologist in the Department of Radiology; Instructor Staff Status; Effective date of Resignation: June 30, 2005.

Hatch, Kathryn F., M.D., Surgeon in the Department of Surgery; Attending Staff Status; Effective date of Resignation: June 30, 2005.

Higginbotham, Jack W., M.D., Radiologist in the Department of Radiology; Instructor Staff Status; Effective date of Resignation: June 30, 2005.

Hoehner, Paul J., M.D., Anesthesiologist in the Department of Anesthesiology; Attending Staff Status; Effective date of Resignation: June 19, 2005.

Keddie, Suzanne M., M.D., Anesthesiologist in the Department of Anesthesiology; Visiting Staff Status; Effective date of Resignation: June 30, 2005.

Klas, Paul T., M.D., Physician in the Department of Family Medicine; Visiting Staff Status; Effective date of Resignation: June 30, 2005.

Knake, Jeffrey J., M.D., Radiologist in the Department of Radiology; Instructor Staff Status; Effective date of Resignation: June 30, 2005.

Kornetsky, Kenneth M., M.D., Physician in the Department of Internal Medicine; Attending Staff Status; Effective date of Resignation: December 31, 2004.

Lee, Eugene E., M.D., Radiologist in the Department of Radiology; Attending Staff Status; Effective date of Resignation: June 30, 2005.

LoRusso, Alexander P., M.D., Radiologist in the Department of Radiology; Attending Staff Status; Effective date of Resignation: June 30, 2005.

McLaughlin, David P., M.D., Physician in the Department of Internal Medicine; Attending Staff Status; Effective date of Resignation: June 30, 2005.

Miller, James Q., M.D., Neurologist in the Department of Neurology; Attending Staff Status; Effective date of Resignation: May 15, 2005.

Nicklas, Edward W., M.D., Physician in the Department of Internal Medicine; Attending Staff Status; Effective date of Resignation: March 25, 2005.

Ortmann, Robert A., M.D., Physician in the Department of Internal Medicine; Attending Staff Status; Effective date of Resignation: May 24, 2005.

Padgett, Alan V., M.D., Radiologist in the Department of Radiology; Instructor Staff Status; Effective date of Resignation: June 30, 2005.

Parsi, Mansour, M.D., Physician in the Department of Internal Medicine; Attending Staff Status; Effective date of Resignation: June 30, 2005.

Perriello, Vito A., M.D., Pediatrician in the Department of Pediatrics; Visiting Staff Status; Effective date of Resignation: June 30, 2005.

Plonk, William M., M.D., Physician in the Department of Internal Medicine; Attending Staff Status; Effective date of Resignation: May 31, 2005.

Powell, Melissa A., M.D., Surgeon in the Department of Surgery; Attending Staff Status; Effective date of Resignation: June 30, 2005.

Quinby, Rachel H., M.D., Dermatologist in the Department of Dermatology; Visiting Staff Status; Effective date of Resignation: June 30, 2005.

Schauer, Jocelyn K., M.D., Pediatrician in the Department of Pediatrics; Attending Staff Status; Effective date of Resignation: June 30, 2005.

Shah, Basil, M.B.B.S., Radiologist in the Department of Radiology; Instructor Staff Status; Effective date of Resignation: June 24, 2005.

Zimmermann, Jay A., M.D., Physician in the Department of Internal Medicine; Attending Staff Status; Effective date of Resignation: June 30, 2005.

PRIVILEGES FOR NEW ALLIED HEALTH PROFESSIONALS

RESOLVED that the recommendations of the Clinical Staff Executive Committee for the granting of privileges to the following Allied Health Professionals are approved:

Bergmann, Gabrielle S., R.N., N.P., Family Nurse Practitioner in Obstetrics and Gynecology/Primary Care Center; Period of Privileging: June 9, 2005, through June 8, 2006; Privileged as a Family Nurse Practitioner.

Donovan, Kelly K., R.N., N.P., Neonatal Nurse Practitioner in the Neonatal Intensive Care Unit; Period of Privileging: June 24, 2005, through June 23, 2006; Privileged as a Neonatal Nurse Practitioner.

Markey, Donna, R.N., N.P., Acute Care Nurse Practitioner in Hematology Oncology; Period of Privileging: July 21, 2005, through July 17, 2006; Privileged as an Acute Care Nurse Practitioner.

McHugh, Thomas A., R.N., N.P., Certified Nurse Anesthetist in the Operating Room; Period of Privileging: July 18, 2005, through July 17, 2006; Privileged as a Certified Nurse Anesthetist.

Reck, Abril D., R.N., N.P., Adult Nurse Practitioner in the Department of Neurosurgery; Period of Privileging: July 22, 2005, through June 19, 2006; Privileged as an Adult Nurse Practitioner.

Smith, Ronald, R.N., N.P., Certified Nurse Anesthetist in the Operating Room; Period of Privileging: June 16, 2005, through June 15, 2006; Privileged as a Certified Nurse Anesthetist.

Solava, Edward L., R.N., N.P., Certified Nurse Anesthetist in the Operating Room; Period of Privileging: July 5, 2005, through July 4, 2006; Privileged as a Certified Nurse Anesthetist.

RENEWAL OF PRIVILEGES FOR ALLIED HEALTH PROFESSIONALS

RESOLVED that the recommendations of the Clinical Staff Executive Committee for the renewal of privileges to the following Allied Health Professionals are approved:

Adams, Tairy E., P.A., Physician's Assistant in Radiology; Period of Privileging: November 1, 2005, through October 31, 2007; Privileged as a Physician's Assistant.

Benjamin, Christoph, R.N., N.P., Family Nurse Practitioner on 8 West; Period of Privileging: October 13, 2005, through October 12, 2007; Privileged as Family Nurse Practitioner.

Brady, Carolyn, R.N., N.P., Acute Care Nurse Practitioner in TCV Surgery; Period of Privileging: November 7, 2005, through November 6, 2006; Privileged as an Acute Nurse Practitioner.

Burgdorf, Rosella C., R.N., N.P., Family Nurse Practitioner in Middlebrook Family Medicine; Period of Privileging: August 29, 2005, through August 28, 2007; Privileged as a Family Nurse Practitioner.

Butterman, Christine M., R.N., N.P., Family Nurse Practitioner in Pediatric Cardiology; Period of Privileging: October 18, 2005, through October 17, 2007; Privileged as a Family Nurse Practitioner.

Cardwell, John B., P.A., Physician's Assistant in Lynchburg Nephrology Dialysis; Period of Privileging: November 2, through November 1, 2007; Privileged as a Physician's Assistant.

Carmel, Rebekah, R.N., N.P., Certified Nurse Anesthetist in the Operating Room; Period of Privileging: December 3, 2005, through December 2, 2007; Privileged as a Pediatric Nurse Practitioner.

Demko, Sandra T., R.N., N.P., Adult Nurse Practitioner in the Heart Center; Period of Privileging: December 13, 2005, through December 12, 2007; Privileged an Adult Nurse Practitioner.

Edwards, Jennifer G., R.N., N.P., Adult Nurse Practitioner in the Department of Neurosurgery; Period of Privileging: October 18, 2005, through October 17, 2007; Privileged an Adult Nurse Practitioner.

Fallin, Beth, R.N., N.P., Acute Care Nurse Practitioner in Cardiac Transplant; Period of Privileging: October 18, 2005, through October 17, 2007; Privileged an Acute Care Nurse Practitioner.

Finke, Karen B., P.A., Physician's Assistant in Internal Medicine/Gastroenterology; Period of Privileging: December 13, 2005, through December 12, 2006; Privileged as a Physician's Assistant.

Foster, Lisa W., P.A., Physician's Assistant in Neurosurgery; Period of Privileging: September 9, 2005, through September 8, 2007; Privileged as a Physician's Assistant.

Hutchinson, Jennifer C., R.N., N.P., Family Nurse Practitioner in Pediatric Endocrinology; Period of Privileging: December 15, 2005, through December 14, 2007; Privileged as a Family Nurse Practitioner.

Lindsay, Raymond J., R.N., N.P., Certified Nurse Anesthetist in the Operating Room; Period of Privileging: November 21, 2005, through November 20, 2007; Privileged as Certified Nurse Anesthetist.

Mirmelstein, Beverly J., R.N., N.P., Pediatric Nurse Practitioner at Augusta Pediatrics; Period of Privileging: October 1, 2005, through September 30, 2007; Privileged as a Pediatric Nurse Practitioner.

Neese, Patrice Y., R.N., N.P., Adult Nurse Practitioner the Department of Surgery; Period of Privileging: October 1, 2005, through September 30, 2006; Privileged as an Adult Nurse Practitioner.

Nesselrodt, Anganett L., R.N., N.P., Family Nurse Practitioner on 8 West; Period of Privileging: October 31, 2005, through October 30, 2007; Privileged as a Family Nurse Practitioner.

Newberry, Yvonne G., R.N., N.P., Family Nurse Practitioner in the Department of Obstetrics and Gynecology; Period of Privileging: October 1, 2005, through September 30, 2006; Privileged as a Family Nurse Practitioner.

Norko, Louise M., R.N., N.P., Pediatric Nurse Practitioner in Pediatric Endocrinology; Period of Privileging: December 6, 2005, through December 5, 2007; Privileged as a Pediatric Nurse Practitioner.

Rosner, Ella M., R.N., N.P., Certified Nurse Anesthetist in the Operating Room; Period of Privileging: October 21, 2005, through October 20, 2007; Privileged as a Certified Nurse Anesthetist.

Scott, Jennifer Y., M.A., Audiologist at Kluge Children Rehabilitation Center; Period of Privileging: October 1, 2005, through September 30, 2006; Privileged as an Audiologist.

Shaw, Katherine D., R.N., N.P., Acute Care Nurse Practitioner on 6 West; Period of Privileging: October 22, 2005, through October 21, 2007; Privileged as a Pediatric Nurse Practitioner.

Sims, Terran W., R.N., N.P., Acute Care Nurse Practitioner in Hematology Oncology; Period of Privileging: November 11, 2005, through November 10, 2007; Privileged as an Adult Nurse Practitioner.

Skinner, John A., P.A., Physician's Assistant in TCV Surgery; Period of Privileging: October 1, 2005, through September 30, 2006; Privileged as a Physician's Assistant.

Sorensen, Pamela A., M.A.C.P., Licensed Professional Counselor in the Department of Psychiatric Medicine; Period of Privileging: November 25, 2005, through November 24, 2006; Privileged as a Licensed Professional Counselor.

Szabo, Thomas A., P.A., Physician's Assistant in the Department of Neurosurgery; Period of Privileging: November 1, 2005, through October 31, 2007; Privileged as a Physician's Assistant.

Wagner, Troy D., P.A., Physician's Assistant in Orthopedic Surgery; Period of Privileging: October 1, 2005, through December 24, 2005; Privileged as a Physician's Assistant.

RESIGNATIONS OF ALLIED HEALTH PROFESSIONALS

RESOLVED that the recommendations of the Clinical Staff Executive Committee for the resignation and expiration of privileges to the following Allied Health Professionals are approved:

Black, Amy E., R.N., N.P., Acute Care Nurse Practitioner on 6 Central - Neurosurgery; Effective Date of Resignation: February 25, 2005.

Gonzalez, Jorge E., M.S., Audiologist in the Vestibular and Balance Center; Effective Date of Resignation: August 1, 2005.

Harris, Carolyn K., R.N., N.P., Family Nurse Practitioner in the Lynchburg Nephrology Dialysis Center; Effective Date of Resignation: May 31, 2005.

Murray, Christine T., R.N., N.P., Pediatric Nurse Practitioner in the Pediatric Hematology Oncology Clinic; Effective Date of Resignation: March 28, 2005.

Young, Teri A., R.N., N.P., Adult Nurse Practitioner in the Neurosurgery Clinic - Primary Care Center; Effective Date of Resignation: April 1, 2005.

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On motion, the meeting was adjourned at 3:25 p.m.

AGG:lah

These minutes have been posted to the University of Virginia's Board of Visitors website.

<http://www.virginia.edu/bov/mcobminutes.html>



VICE PRESIDENT *and* CHIEF EXECUTIVE OFFICER
of the MEDICAL CENTER



MEDICAL CENTER POLICY NO. 0070

- A. SUBJECT: Patient Concerns and Grievances
- B. EFFECTIVE DATE: September 1, 2005
- C. POLICY:

The University of Virginia Medical Center is committed to responding in a timely manner to Concerns and Grievances about patient care and services, whether expressed by a patient, family member, or other person on behalf of the patient. It is the responsibility of all members of the Clinical Staff and all Medical Center employees to listen to patient Concerns and Grievances, and to initiate or conduct follow-up.

The Medical Center shall inform each patient of the right to register a Concern or Grievance, and all effort shall be made to effect resolutions of Concerns and/or Grievances in a manner consistent with Medical Center policies, procedures and service standards, and with legal or regulatory requirements. Concerns and Grievances shall be treated in a respectful, non-retaliatory manner and shall be responded to through a consistent management process.

The Medical Center shall have a Patient Grievance Committee, which shall have the authority and responsibility to review and resolve all Medical Center patient Grievances.

Data and information collected regarding patient Concerns and Grievances shall be utilized by administrative and clinical leaders to continually assess and improve care and services at the Medical Center.

Definitions:

Concern(s): A Concern is a verbal expression by a patient, patient's family member, or other person on behalf of a patient regarding dissatisfaction with any aspect of the patient's care or service. A Concern deals with an issue(s) that can be immediately addressed and resolved by the clinician(s) or staff present upon receipt of the Concern in a manner that meets with the satisfaction of the person expressing the Concern. Therefore, Concerns do not need further follow-up and do not require a written response to the patient.

(SUBJECT: Patient Concerns, Complaints, and Grievances)

Grievance(s): A Patient Grievance is a written or verbal complaint (when the verbal complaint about patient care is not resolved at the time of the complaint by staff present). A grievance may be expressed by a patient or the patient's representative, regarding the patient's care, allegations of abuse or neglect, issues related to the hospital's compliance with the CMS Hospital Conditions of Participation or a Medicare beneficiary billing complaint related to rights and limitations provided by 42 CFR 489. A written complaint is always a grievance. A Grievance(s) requires a written response to the patient in accordance with this policy.

D. PROCEDURE:

1. Procedure Overview:

- a. Grievances can be made in person, via telephone, in writing, fax or electronic mail. Grievances may be addressed to any Medical Center employee, Clinical Staff member, House Staff, Administrator, Clinical department head, or Patient Representative.
- b. Written complaints received or attached to an identified patient's satisfaction survey shall be treated as a Grievance.
- c. Post-hospital verbal communications regarding patient care that would routinely have been handled by staff present if the communication had occurred during the stay/visit are not required to be defined as a Grievance.
- d. Whenever the patient or the patient's representative requests their complaint be handled as a formal complaint or Grievance or when the patient requests a response from the Medical Center, then the complaint is considered a Grievance.
- e. The Patient Representative Department serves as a resource for Medical Center and Clinical Staff in addressing and resolving patient Concerns or Grievances and may be contacted Monday-Friday 8:30am –5:00pm (phone 924-8315). After normal business hours, the Nursing Supervisor acts on behalf of the Patient Representative and may be contacted through pager (PIC#1523). The Patient Representative Department is responsible for coordination and timely management of the resolution process for Grievances. The Patient Representative Department shall provide information for review and resolution approval by the Medical Center Patient Grievance Committee. The Patient Representative Department is also responsible for notification to specific Medical Center Departments for special circumstances as identified below:
 - For Concerns or Grievances regarding specific billing issues- notification shall be made to the Customer Services Departments of Patient Financial Services (hospital charges) or Health Services Foundation (physician charges)
 - For Concerns or Grievances presented by a governmental official on behalf of a patient - notification shall be made to the Office of the Director of State and Federal Governmental Relations of the Medical Center
 - For Concerns or Grievances involving an alleged breach of patient confidentiality or a failure to implement patient rights' regarding their medical information - notification shall be made to the Medical Center Privacy Officer
 - For Concerns or Grievances involving potential legal implications – notification shall be made to Medical Center Risk Management

(SUBJECT: Patient Concerns, Complaints, and Grievances)

- For Concerns or Grievances involving utilization decisions such as premature discharge and/or discontinuation of stay determinations –notification shall be made to Utilization Management for review and resolution.
- f. Inpatient Psychiatric Units of the Medical Center shall also comply with the Grievance resolution process specified in the Rules and Regulations to Insure the Rights of Individuals Receiving Services from Providers of Mental Health, Mental Retardation and Substance Abuse Services, 12 VAC35-115-10.
2. Concern Management Procedure:
- a. Upon receipt of a Concern, the individual receiving the Concern shall seek clarification of details from the patient or patient's family member and assess if the nature of the Concern falls within the scope of the individual's job responsibility to resolve.
 - b. If the Concern falls within the scope of the individual's job responsibility, the individual is empowered to address and resolve the Concern, either directly or with the assistance from other Medical Center staff or Clinical Staff member as needed. The Concern shall be considered resolved upon achieving satisfaction from the person expressing the Concern, and no further follow-up is needed.
 - c. If the Concern falls outside the scope of the individual's job responsibility, the individual in receipt of the Concern shall immediately attempt to notify the appropriate Medical Center employee, Clinical Staff, or Patient Representative (or Nursing Supervisor after normal business hours) who can immediately address the Concern, seek immediate resolution, and obtain immediate satisfaction from the person expressing the Concern. Upon satisfaction of the patient, no further follow-up is needed.
 - d. If a verbal patient complaint cannot be immediately resolved by staff present (nurse manager, administrator, patient representative or the nursing supervisor, etc), needs to be postponed for later resolution, or requires investigation, and/or further actions for resolution, then the complaint is a Grievance for the purpose of this policy. If resolution of the Concern is not immediately resolved to the satisfaction of the complainant, it is the responsibility of the individual addressing the Concern to notify the Patient Representative-on-call (924-8315) during normal business hours or the Nursing Supervisor (PIC# 1523) after normal business hours. Notification to the Patient Representative shall include patient demographic information and a summary of the patient's Concern. The Patient Representative shall register the patient's Concern as a Grievance and shall be responsible for managing the Grievance process as outlined in Item 3 below.
3. Grievance Management Procedure
- a. Upon receipt of a Grievance, the Patient Representative shall acknowledge such receipt to the complainant within 2 business days. The acknowledgement may be by personal visit, telephone call, electronic mail or letter. All information pertinent to the Grievance shall be documented in the Grievance management system.

(SUBJECT: Patient Concerns, Complaints, and Grievances)

- b. The Patient Representative shall facilitate the investigation of the Grievance by contacting the responsible Medical Center employee(s) and/or Clinical Staff that can best investigate and address the patient's Grievance. If the Grievance involves multiple services or departments, the Patient Representative shall facilitate collaboration to reach resolution.
- c. The substance of the Grievance shall be fully investigated and the involved service(s) or department(s) shall take corrective action if the substance of the Grievance is validated. The Patient Representative Department shall coordinate and review all responses.
- d. The Patient Representative Department shall provide the Medical Center Patient Grievance Committee with sufficient information in order for the Medical Center Patient Grievance Committee to resolve the complaint.
- e. Within seven (7) days, the Medical Center must provide the patient with a written response that contains the name of the Medical Center's Contact Person, the steps take on behalf of the patient to investigate the Grievance, the results of the investigation and the date of completion. However, if the investigation is not completed within seven days, the patient or representative shall be informed in writing that the investigation is underway and will be completed as soon as possible but no later than three (3) weeks from the receipt of the allegation.
- f. The Medical Center Patient Grievance Committee shall have authority over the resolution of all Grievances including written responses.

4. Registering Grievances to Outside Agencies

In addition to the foregoing, patients and their family members have the right to contact outside agencies to register a Grievance. The following is contact information for such agencies:

Center for Quality Health Services and Consumer Protection
Virginia Department of Health
Attn: Complaint Unit
3600 Centre- Suite 216
3600 West Broad Street
Richmond, VA 23230-4920
Phone: (800) 955-1819
(804) 367-2106
FAX: (804) 367-2804

Office of Quality Monitoring
Joint Commission on Accreditation of Healthcare Organizations
One Renaissance Boulevard
Oakbrook Terrace, IL 60181
Phone: (800) 994-661

(SUBJECT: Patient Concerns, Complaints, and Grievances)

For Grievances about Confidentiality of patients' rights regarding medical information:

The Secretary of Health and Human Services
Office of Civil Rights
U.S. Department of Health and Human Services
150 S. Independence Mall West
Suite 372, Public Ledger Building
Philadelphia, PA 19106-9111
Main Line: (215) 861-4441
Hotline: (800) 368-1019
FAX: (215) 861-4431
TDD: (213) 861-4440

5. Use of Grievance Management Information

- a. Each Medical Center service area or department is responsible as part of their quality improvement plan for utilizing information gathered from the Concern and Grievance process to improve services.
- b. The Patient Representative Department will provide aggregate feedback data on a periodic basis to the Quality Council to assist leadership in prioritizing Medical Center improvement initiatives.
- c. The Privacy Officer shall provide organizational oversight and responsibility for Grievances of alleged breach of confidentiality or privacy and failures to implement patients' rights regarding their medical information.

SIGNATURE:

R. Edward Howell, CEO, UVA Medical Center

DATE:

Medical Center Policy No. 070 (R)

Approved June 1990

Revised September 1993, March 1996, September 1998, November 2000, June 2001, September 2001,
February 2004, September 2005

Approved by Chief Operations Officer

Approved by Medical Center Administration