

## MEMORANDUM

**TO:** Clinic Providers  
**FROM:** James E. Brick, M.D.  
**RE:** Patient Satisfaction/Performance Improvement Plan  
**DATE:** November 30, 2010

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As you all know for several years the Department of Medicine has had a policy in place regarding clinic cancellation “Bumps”.

WVU Healthcare’s new Patient Satisfaction/Performance Improvement Plan has made reduction in our department wide bump rate a goal, and under this new rule a “bump” is a bump i.e. any patient visit canceled by us counts. This requires us to plan much better beginning January 1, 2011. This is being implemented across all departments.

I know not all “bumps” are avoidable but we must do better. If you plan to be gone for a meeting, vacation or other absence from your clinical duties go ahead and cancel clinic now or at least “freeze” it pending your final decision. When you send an abstract to a meeting for presentation take action when you send it. You can always add the time back if you decide not to go.

The clinic cancellation forms must still be completed to “bump” and they will be reviewed by Ronald Pellegrino, MD. The six week minimum rule will still be in effect and we expect most all bumps to be at least three months in advance. Any exceptions will need rescheduled within a month.

I expect that we will all make every effort to make this work. It is the right thing for our patients.