

MINUTES
505th MEETING OF THE FACULTY SENATE
3:00 pm, Wednesday, January 19, 2022
Virtual Zoom Meeting

PRESENT: Akst, Al-Grain, Bennett, Berman, Bettencourt, Bever, Bitzer, Boss, Burke, Burkhart, Cabahug, Campbell, Carr, Cihakova, Cole, Cormack, Dezube, Ehmann, Fowler, Gallia, Gregg, Hussien, Iijima, Kralli, Kwon, Ladle, Lee, Macura, Manahan, Marrone, McFarland, Mogayzel, O'Brien, Redmond, Ritzl, Roda, Scott, Showell, Singla, Soiberman, Stayman, Stevens, Vernon, Villalon-Landeros, Viola, Williams, Zeiler

Mmes: Messrs:

ABSENT: Donehower, Gourin, Guo, Konopka, Lin, Lucia Ponor, Merkel-Keller, Parrish, Taylor, Wu, Young

Mmes: Messrs:

REGULAR GUESTS: Faraday, Ishii, Oliva Hemker, Skarupski

Mmes: Guy, Robbins Messrs:

GUESTS: DeWeese, Efron, Kravet, Loss **Mmes: Sherbrooke Messrs:**

- I. Welcome and approval of the minutes.** Dr. Manahan welcomed the Senate members and guests. The minutes of the 504th meeting of the Faculty Senate was presented. A motion was made, seconded and minutes were approved as distributed.
- II. Theodore DeWeese, MD, Vice Dean for Clinical Affairs and President of the CPA, Manisha Jashbhai Loss, MD, Vice Chair of Clinical Operations, Kimberlee Sherbrooke, MHA, Executive Director of the CPA; Access Services.** 2021 Challenges: Pandemic Health Emergency Impact: Supported ramp down/ramp up of ambulatory visits (March – September 2020), Supported/reengineered in-person visits to telemedicine visits, Supported COVID hotline, MyChart Activation, COVID testing, COVID asymptomatic pre-procedure testing, created and trained COVID vaccine template design, created remote recruitment-assessment and panel interview process; Call Center through put: 20% average handle time and 14% call volume increase; Manpower: rapid remote work of 300+FTE, turnover 25+%, lack of applicants. These challenges impacted our response time. We began putting mitigation strategies in place. Some of our cross-cutting actions we put in place right away was to stabilize our workforce. We worked with JHHS HR to better compensate our staff. We then put into place recruitment outreach to prior good standing employees. We outsourced 15 FTE to aide with call volume. We will soon go live with a virtual assistant to aid in scheduling. Patients will also be able to use a chat box where AI solutions are put into place. Faculty suggested with the new system, to have a notice of current wait time before decision is made to request a call back by the virtual assistant.
- III. Theodore DeWeese, MD, Vice Dean for Clinical Affairs and President of the CPA, Steven Kravet, MD, MBA, FACP, Vice President of JHCP, Jonathan Efron, MD; Changes to the Johns Hopkins Advantage Plan.** We have a unique financing structure in Maryland. SOM carried a large number of patients in this plan. That number has drastically decreased because we are no longer able to carry Baltimore City residents. We still accept Medicare Advantage but we do not offer it to Baltimore City residents and Calvert County residents.
- IV. Michele Manahan, MD; Johns Hopkins University Council.** The latest updates are: The UPAAC is now call the Johns Hopkins University Council. Since our last Faculty Senate meeting, there is ongoing discussion regarding aspects of the bylaws like representation. As it stands, there will be 14 members: 3 – SOM, 2 – SPH, 1 each from SON, KSAS, SAIS, Education, WSE, Carey, Peabody and 1 from the Diversity Leadership Council and 1 from FBA. SOM would have 21% representation on this body. SOM does have the majority of faculty within JHU. This body is to be an advisory committee to the university, not a voting body that sets rules. The Senators discussed if they should continue to pursue reasonable representation on this committee. This was put up for a vote: Should we advocate for proportional representation? Should we write a letter stating such? While the majority did push for proportional representation, less wanted to write a letter.
- V. Michelle Manahan, MD, Kristin Redmond, MD; UPAAC Update.** With the uptick in COVID cases there has been an increase in UPAAC meetings. Updates have been sent out via institution wide emails. Undergrads are scheduled to return to campus and there are a number of preventative measures put in place. Students will be fitted for N95 masks. Testing will be twice a week and everyone will need to be tested before returning to campus.

VI. Ed McFarland, MD; Family leave limitations for employees of less than one year. Paid family leave does not take effect until after one year of employment. This is a complex issue and we have been meeting with the Office of Faculty on potential ways we can approach this. This is an important issue but we need to get more information before moving forward. Any senators who has interest in this topic, please contact the Faculty Senate leadership or the recording secretary.

VII. New Business.

- Senators would like to address how undergrads are going to deal with the fact that COVID is not going away. How will this impact their careers, their research.
- Faculty should soon see a salary increase in the next few months.
- The group on the Police workforce have put together a document and please and comments and questions to them.

With no further announcements, Dr. Manahan thanked everyone and adjourned the meeting at 4:55 PM. The Faculty Senate will meet next on February 19, 2022 on Zoom.

Respectfully submitted,

Philippines Cabahug, MD
Faculty Senate Secretary
Monica Guy
Recording Secretary