UNM HEALTH SCIENCE CENTER

JOURNEY TO EXCELLENCE

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Chancellor for Health Sciences
CEO, UNM Health System
Dean, UNM School of Medicine
Reflecting on the Past

- Always question and push back on “this is the way we always do things”
- Reorganized and consolidated the basic science departments
- Redesigned the distribution formula for practice plan
Moving Forward

**Biggest Challenge:**
- Completely transforming our business model
- Redefining the role of the HSC

**What We Hear:**
- Leadership rarely has to change
- Dramatically…it is the faculty and staff who need to change
- Communicate and mandate engagement
- Nobody wants to change
Start with “Why"

- Connect back to our values
- Inspire others to action
- Connect the dots
- Focus on the core purpose
- Improve two-way communication
- Be transparent
MISSION: Excellence is transforming UNM into a great place to work, learn and receive care.
**Aligned Goals**
- Improve Employee & Provider Satisfaction
- Exceptional Clinical Outcomes
- Enhance Leadership Development

**Aligned Behaviors**
- Improve Quality Scores
- Positive Financial Impacts
- Build Accountability

**Aligned Processes**
- Exceptional Patient Experience
- Promote Operational Excellence
- Enhance Communication
Health System

Paul B. Roth, MD
CEO
Health System

Michael Richards, MD
Vice Chancellor
Clinical Affairs

Michael Gomez, MD
Executive Physician

David Pitcher, MD
Executive Physician

Richard Crowell, MD
Chief Quality Officer

Jill Klar
CEO
UNM Medical Group

Steve McKernan
CEO
UNM Hospitals

Jamie Silva-Steele
CEO
SRMC

Martha McGrew, MD
Executive Vice Dean
School of Medicine

Secondary Reporting Relationship
(day-to-day oversight)