Happy New Year! I hope everyone had a wonderful holiday. I am adding more meetings to the “Meeting Schedule” section. This is for the convenience of those already participating on the identified teams. The UPA Board heard from Customer Focus, Inc (customer service training program). The response was very positive and a commitment to customer service was evident. Press Ganey (satisfaction survey company) also presented 12/19. We will proceed with designing the patient survey strategy to begin July 1. Excellent work Customer Service Team!

Data, data, data...that has been the Implementation Team focus for the last few weeks & will continue to be for several more. The Steering Committee "SC" met on 12/20 to be updated on the project status & the activity of the Financial Management and Patient Access Task Forces. Marti Arvin, UofL Privacy Officer spoke with the group about the Organized Health Care Agreement "OCHA". This will allow participating practice groups to use one Notice of Privacy Practices. For more info call Trudie at 562-3114.

THE FACULTY PRACTICE BUILDING
HAPPY NEW YEAR!

PHYSICIAN PERSPECTIVE

"The Faculty Practice Building (FPB) is a significant opportunity for the University of Louisville School of Medicine to provide excellent multidisciplinary patient care in an environment that fosters research and education. Because of the diffuse geographic locations of our patient offices in the past, many U of L School of Medicine faculty members are poorly acquainted with the clinical expertise of their colleagues. The FPB provides an opportunity for better coordination of patient care and interaction of faculty members to provide high quality service. In this endeavor, however, we must remember that the patient must come first, and customer service is of paramount importance."

- Kelly M. McMasters, MD, PhD

CONSTRUCTION UPDATE

The FPB brickwork has been completed on the northwest wing and installation of the brick on southeast wing 3rd floor level. Aluminum framing for the seven story glass wall that joins the two wings is installed to 4th floor. The roof has been completed and the roof top units will be started the end of January. The installation of the units will require a large crane to hoist the remainder of the mechanical equipment. Assembly of the crane will cause Preston Street to be closed on Saturday, 1/5 and again on Saturday 1/12 to disassemble. Please contact John Duncan for questions: 414 277-0500.

FEATURED PRACTICE:
UNIVERSITY NEO UROL O GISTS

The Department of Neurology at the University of Louisville School of Medicine is a vibrant clinical department devoted to providing the adults and children of Kentucky and Southern Indiana with comprehensive neurological care. The department is also dedicated to teaching the neurologists of the future and committed to participating in innovative clinical and translational research.

Welcome to University Neurologists, PSC, and the faculty practice of the University of Louisville Department of Neurology. We provide expert subspecialty care for people with diseases of the nervous system. Our mission is to serve as a resource to people in the region with disorders like stroke, epilepsy, headache, Parkinson’s disease and other movement disorders, multiple sclerosis, dementia and neuromuscular diseases. All subspecialties of adult neurology will be represented in the Faculty Practice Building except for Movement Disorders, which will be housed at Frazier Neuroscience and Rehabilitation Institute. Our Pediatric Neurology Program will continue to be located at Children’s Hospital Foundation Building.

LATEST NEWS

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LINKS:  FLOOR PLANS  TENANTS  TEAM DIAGRAM  TEAM CONTACT INFO