



## **2-22-2023 MAAC Committee Meeting: Update on Progress of Call Centers**

MAAC discussed and received an update on the progress of the Call Centers.

**Presenter:** Balqis Elhaddi, Director of Business Operations, UMMG,

**Guests:** Chris George, Senior Managing Director of FTI Consulting, Paul Lee, MD, JD, Executive Director, UMMG, Senior Associate Dean of Clinical Affairs, Medical School, Amy Cohn, Chief Transformation Officer

Committee was given an overview of patient satisfaction with call centers and safety assessments based on surveys such as Center Call Review Scorecard Guide. There are still issues with patient wait times, scheduling reporting errors however some solutions were presented. Including the following:

- To boost morale, they have also implemented Employee Recognition awards and Employee of the Month in the Call Centers.
- They also presented solutions on how to fill the vacancies of staff due to the pandemic via in-person job fairs, social media @UMichMedJobs, and partnering with medical assistant programs across Michigan
  - To address patient concerns and complaints they will have a Mid-March courtesy call-back program beginning

Several committee members recommended developing a more efficient system for patients to make a complaint, they also commented at patients most common complaint is access related.

Dr. Amy Cohn suggested that we should also reward call centers when things are going well and reward call center-potential form an employee engagement committee.