

**GOVERNMENT OF THE DISTRICT OF COLUMBIA**

**Not-for-Profit Hospital Corporation**

***United Medical Center***



Malika Fair, MD, MPH

Before the

**Committee of the Whole**

**Honorable Phil Mendelson, Chairperson**

PR22-0878 - Not-For-Profit Hospital Corporation Board of Directors  
Malika Fair Reappointment Resolution of 2018

Monday, July 2, 2018

9:00 a.m.

John A. Wilson Building

1350 Pennsylvania Avenue, N.W.

Washington, D.C. 20004

Good morning Chairman Mendelson and members of the Committee of the Whole, my name is Dr. Malika Fair and I have the privilege of serving on the United Medical Center (UMC) Board of Directors.

Mr. Chairman, my career has been focused on improving health outcomes for underserved and predominately minority communities. This commitment began at an early age, when I was challenged by my father to find out why healthcare for poor and often minority communities was lacking compared to majority communities both here and abroad. To that end, I decided to pursue a career in medicine and public health, choosing to practice in emergency medicine where we feel the pulse of our healthcare system in the United States daily. I also work to influence curriculum in medical schools and residency programs nationally so that the next generation of physicians are diverse, culturally prepared, and have the appropriate training to achieve health equity both in their practice and in their local communities.

Mr. Chairman, since my original appointment before this Committee in June 2016, I have been fortunate enough to be appointed as the Vice-Chair of the UMC Board and as the Chair of the Patient Safety and Quality Committee. As a Ward 7 resident, I take these roles very seriously because they align with my personal beliefs and professional experiences, but also because they touch the lives of my neighbors in Wards 7 and 8.

Mr. Chairman, I want to highlight a few things happening within the Patient Safety and Quality Committee that shows we're focusing on healthy patient outcomes, since my time on the UMC Board I:

- Worked with UMC's Quality Director to develop a Performance Improvement and Patient Safety Plan for a systematic, organization-wide quality;
- Successfully navigated an intensive survey by the Joint Commission in September, the formal accreditation body for hospitals nationwide. In the survey, the Joint Commission found a 1.2 percent deficiency rate, which is well below the national average. Of the deficiencies cited, the majority were related to outdated building structures with no "immediate threat to life" deficiencies;
- Realized a 1:2 nurse/patient ratio goal 95% of the time over the last 7 months;
- Worked with UMC's Quality Department to launch a new Global Trigger tool on January 1, 2018 to provide daily, real-time data to better monitor events and improve patient safety;
- Recommending HCAHPS (patient satisfaction) scores to the highest level since 2015;
- Reduced Severe Sepsis and Sepsis Mortality by 45%;
- Built an infrastructure for real-time quality and safety communication including daily leadership patient safety huddles, weekly multidisciplinary safety committee, and transition to a real-time reporting of adverse events and potential adverse events to organizational leadership; and,
- Established policies for new card readers and panic buttons in the Emergency Department for increased patient safety.

Mr. Chairman, these changes I just mentioned have resulted in improved patient satisfaction scores and UMC's Hospital Acquired Condition scores to be better than national and local benchmarks. On behalf of the UMC Board and the Patient Safety and

Quality Committee, I want to stress that we are committed to strengthening the quality and safety infrastructure on our journey as a “High Reliability Organization” as defined by the Joint Commission. Our current work is focused on clear with measurable goals by tracking and posting our quality and safety results, and increasing safety awareness at the bedside.

I am interested in serving a second term as this is a critical juncture for the hospital and our community. The hospital has faced several challenges with regard to patient safety & quality and turnover in leadership. But I remain optimistic because they present an opportunity for the hospital and leadership to continue with the significant improvements in patient safety & quality. The UMC Board and our new leadership are committed to the patients, staff, and the community we serve. If reappointed, my efforts will continue to address the health equity concerns of Ward 7 & 8 residents, understanding that an even greater investment in partnerships, time, and resources will be needed to provide our community with an optimal opportunity for excellent health.

## **Conclusion**

Mr. Chairman and members of the Committee of the Whole, my vision is clear: we must make sure that every resident is able to access vital medical services to address their emergency and preventative healthcare needs, and we must achieve health equity within the District of Columbia. I am honored to serve on the UMC Board and remain committed to health equity, patient safety and quality, and community engagement so we can meet the needs of our community at every level. Thank you for the opportunity to testify before you today and I am happy to answer any questions.