

TO: Board of directors

FROM: Donald Lurye, MD, MMM, CPE, President  
Vince Keenan, CAE, EVP

DATE: September 29, 2017

SUBJECT: Report on member input 2017

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As you may recall, the change from an All Member Assembly to an annual business meeting included the opportunity for members to provide direct input to the IAFP board throughout the year. At our February 2017 meeting the board approved the process, appended below.

Here is how the opportunity for members to contact the board, through the president were offered.

- Post as a standing item on the iafp.com home page, <http://www.iafp.com/member-input>
- Send single subject blast email to all members once between each board meeting, **Completed**
- Build option into bi-annual member survey, **Completed and input received**
- Mention once each month in e-news, and in each quarterly *Family Physician* **Completed**

Members provided input in many ways, not only through the [president@iafp.com](mailto:president@iafp.com) email box. Appended below is a list of the members who submitted questions and the status of those comments, suggestions, or requests.

Enacted at the Feb. 17, 2017 board meeting:

The president will author a descriptive paragraph encouraging participation and seeking members' ideas, questions and concerns. The input from members would come to the [president@iafp.com](mailto:president@iafp.com) mailbox. The president will triage the incoming input to the following:

- Staff to handle an informational item or a transactional item
- Refer it to a committee for its consideration
- Refer it to the Executive Committee or board if that level of consideration is needed.

There will be a timeline for response back to the member, and to the staff/committee/board so that the expectations of the member are shaped to the level of response that will be necessary. Additionally, the board will be kept informed of all member input via a report to each board meeting.

Here is the process envisioned from the member point of view:

- Send an email to the [president@iafp.com](mailto:president@iafp.com) address or complete an on-line form that is sent to [president@iafp.com](mailto:president@iafp.com)
- A "read receipt" or other acknowledgement would follow (establishing a trail of accountability)
- President, with staff's support, will assign the query to the staff/committee/board
- Member will be informed of status of their input
- At the next scheduled meeting of committee/board, the topic will be placed on the agenda with time for discussion and that member's input could be sought
- After completion of activity on the input, member will be notified of status

Here is the process for making members aware of the opportunity to provide input:

- Post as a standing item on the [iafp.com](http://iafp.com) home page
- Send single subject blast email to all members once between each board meeting
- Build option into bi-annual member survey
- Mention once each month in e-news, and in each quarterly *Family Physician*

Members who sent comments, suggestions or requests to IAFP board through IAFP president and [president@iafp.com](mailto:president@iafp.com) February through September 2017

Date	Member	Issue	Status	Resolution	Date
8/7	Al Olorvida MD	Video	To be reviewed by PR task force		
3/4	Ashwani Garg MD	Nicotine Replacement Therapy	IDPH replied, IAFP web updated	Yes	3/8
3/8	Ashwani Garg, MD	Epi pen prices	Dr. Lurye replied	Yes	3/15
3/22	Ashwani Garg MD	Consumer ads	Dr. Lurye replied	Yes	3/22
7/5	Ashwani Garg MD	Hiring FPs	Linked to FP Jobs Online	Yes	7/6
8/2	Ashwani Garg MD	PhrMA tactics	Dr. Lurye replied	Yes	8/4
8/8	Ashwani Garg MD	Physician Wellness Resources	Broken hyperlink fixed	Yes	8/10
8/22	Ashwani Garg MD	Diabetes Group Visits	Add to agenda for BCBSI		
9/4	Ashwani Garg MD	Cook County beverage tax	Dr. Lurye replied	Yes	9/5
8/10	Careyana Brenham MD	Letter of support	Letter sent	Yes	8/10
7/10	Soujanya Pulluru, MD	Physician referral	Referral given	Yes	7/10
8/11	David Hagan MD	ADHD meds and Medicaid	Connected with Dr. Goyal	Yes	8/14
5/19	Dennis Costerisan DO	ABFM certification	AAFP resolution	Yes	9/14
8/31	Deborah Miller MD	Letter of support for ACGME RR-FM	Letter submitted	Yes	9/5
9/13	Dennon Davis MD	DME scams	Board to investigate		
2/14	Dorothea Poulos, MD	OB coverage issues	Referral to other FPs who helped	Yes	3/7
7/10	Gloria Millare, MD	Need practice monitor	Dr. Lurye advised staff	Yes	7/11
5/12	Ingrid Liu, DO	Solo doctor directory	Staff replied	Yes	5/15
9/1	Margaret Millar, MD	Letter of support	AAFP Integrative	Yes	9/9

			Medicine opening		
5/10	Marguerite Taillefer, MD	Job openings	FP Jobs Online, IDPH Center for Rural Health	Yes	6/9
7/28	Michael Rakotz, MD	AAFP contacts	Connected with AAFP staff	Yes	7/28
3/14	Rachel Winters, MD	Practice consultant	Connected	Yes	3/30
7/23	Raj Shah, MD	AAFP contacts	Connected	Yes	7/24
6/22	Ronald Johnson MD	Physician referral	Connected	Yes	7/5
8/14	Wendy Wills El-Amin, MD	Membership	Dr. Lurye invited; she joined	Yes	8/20
5/23	Wendy Shue, MD, resident	Rotation in DPC practice	Connected with DPC MIG	Yes	8/8
4/7	Yasmeen Ansari, MD	IDPH lawsuit	Settled	Yes	4/11
2/9	Donald McNamara, MD	Membership verification	Dr. Lurye connected to staff	Yes	2/9
3/17	All member Action Alert	AHCA	Dr. Lurye replied to all who contacted	Yes	3/31
6/14	Arvind Goyal MD	Cook County beverage tax	To IAFP Public Health Cte		
6/20	Deborah Clements MD	Letter of support	AAFP Commission chair	Yes	6/28
9/29	Monica Fudala, MD; David Hagan MD; Lauren Oshman, MD; Tabatha Wells, MD	Letters of support	AAFP Commission member	Yes	9/29