

BOARD OF MEDICAL STUDENT LOANS
Minutes of the meeting of December 4, 2009

The Board of Medical Student Loans held an open public meeting on December 4, 2009 by videoconference at four locations: The University of Arizona College of Medicine, 1501 N. Campbell Avenue, Room 2141, Tucson, AZ 85724; the Phoenix Campus of the University of Arizona College of Medicine, 550 E. Van Buren Street, Room 1353, Phoenix, AZ 85004; A. T. Still University, 5850 E. Still Circle, Mustang Conference Room, Mesa, Arizona, 85206, and at the Mt. Graham Regional Medical Center, 1600 S. 20th Avenue, Administrative Conference Room, Safford, AZ 85546.

From the Tucson location, Carol Q. Galper, Ed.D. called the meeting to order at 1:09 p.m. Board members in attendance were Ross J. Kosinski, Ph.D., Patricia Tarango, and Paul Steingard, D.O. at the Phoenix location; Thomas E. McWilliams, D.O. was in attendance at the Mesa location, and Shirley Rheinfelder, M.D. at the Safford location. William R. Martin III, M.D. joined the meeting after it began at the Phoenix location. Ram R. Krishna, M.D. was unable to attend. In attendance in Tucson: Maggie Gumble, Executive Director, AZ Medical Student Loan Program, and Associate Director of the UA College of Medicine Financial Aid Office; Melanie Kim, Senior Office Specialist and Yolanda Carrasco, Senior Program Coordinator from the UA College of Medicine Financial Aid Office. Present for a portion of the meeting were Janet Vargas, M.D. and Juan Ramon Hernandez, participants of the Arizona Medical Student Loan Program. Present in Phoenix were Fabian Valle, M.S., Workforce Program Manager, Arizona Department of Health Services; Keli Palmer, M. Ed., Coordinator, Financial Aid Services at the University of Arizona College of Medicine in partnership with Arizona State University; Lisa Veliz, Financial Aid Administrator and Karen Owens, MBA, Assistant Director, Student Financial Aid Services, Midwestern University. Present for a portion of the meeting in Phoenix: Tara Cunningham, M.S., Director of Academic Services, Admissions, and Student Affairs at the UA College of Medicine, Phoenix Campus; Loretta Belden, D.O., Joaquin Bermudez, D.O., Claudia Chavez, and Joselyn Jedick, D.O., participants of the Arizona Medical Student Loan Program. Mark Barnes, Legislative Representative, Arizona Naturopathic Medical Association and Paul Mittman, N.D., Ed.D., President, Southwest College of Naturopathic Medicine also attended a portion of the meeting in Phoenix.

The minutes of the meeting of July 10, 2009 had been distributed to the Board for review. Dr. Kosinski moved that the minutes be accepted, Dr. McWilliams seconded the motion and they were approved.

PARTICIPANT REQUESTS AND UPDATES:

Loretta Belden, D.O. appeared before the Board, saying she came to express her apologies for not doing what she was expected to do previously. She believed she had verbal approval for her practice location and understands now that she should have written the Board for approval. Prior to the current Board meeting, members received her letter and documentation to support her request to be retroactively approved from July 2008 for her service location at Van Buren Medicine, 320 N. 32nd Avenue, Phoenix, AZ 85009. In the July 10, 2009 meeting of the Board, this location had been approved beginning July 1, 2009. Her latest documentation contained a Certification of Practice signed by Dr. John Belden with a start date of July 28, 2008. She was asked to clarify the start date which had previously been reported as July 1, 2008 and she said she had to complete 3 weeks of her residency time from maternity leave for her first child. Dr. McWilliams moved that the Board accept July 28, 2008 for the start of her service commitment. The motion was seconded by Dr. Kosinski and unanimously approved. Dr. Belden asked how her pending maternity leave should be handled during her commitment as she plans to take a month off to have her second child. She was advised by the Board that her service commitment period would be extended by the amount of time she takes off for maternity leave.

Joaquin Bermudez, D.O., currently a resident in psychiatry, appeared before the Board to request an extension of his training by one year to complete a fellowship in Child and Adolescent Psychiatry. Materials previously distributed to the Board for review included his letter and letters of support from (1) Dr. Michael H. Stumpf, Associate Medical Director, AZ Department of Health Services, Division of Behavioral Health Services (2) Dr. Edward M. Gentile, Chief Medical Officer, Community Partnership of Southern Arizona, the Regional Behavioral Health Authority for Geographic Service Area (GSA) 5, Pima County and GSA 3, Graham, Greenlee, Cochise, and Santa Cruz Counties. (3) Bill Dobbs, School Psychologist, ABCD Educational Services, Gila Valley (4) Gila Valley

Clinic in Safford, AZ signed by Catherine H. Romero, M.D., Gail Guerrero-Tucker, M.D., and Susan J. Jones, M.D. Dr. Bermudez and the letters of support attested to the severe need for child and adolescent psychiatrists in Arizona and particularly in rural areas. Dr. Bermudez indicated his interest in practicing in one of these counties with a particular interest in Safford, AZ. Dr. Bermudez had been previously approved by the Board of Medical Student Loans to go into psychiatry. Dr. Steingard moved that the Board approve Dr. Bermudez' request to extend his training with a fellowship in Child and Adolescent Psychiatry. Dr. Kosinski seconded the motion and it passed unanimously.

Claudia Chavez, a student at the University of Arizona College of Medicine, had submitted a letter to the Board and appeared to explain that for personal and academic reasons she had taken a leave of absence for Fall 2009. She will return in the Spring 2010 to complete her academic requirements for Year 1 of the curriculum. She did not sign the contract for this academic year. If approved, she would like to continue in the Arizona Medical Student Loan Program and indicated her professional goals have not changed. Dr. Galper said Claudia has consistently shown a commitment to rural and underserved people. Dr. Galper is familiar with Claudia's academic and personal background and supports her request. Maggie Gumble indicated that since the loan amount is for tuition and living allowance of \$20,000 for the academic year, if approved it would be reasonable for the contract to be for tuition and living allowance \$10,000 for the Spring semester. Dr. McWilliams moved that Claudia Chavez be approved for the Spring 2010 portion of the loan. The motion was seconded by Dr. Kosinski and passed unanimously.

Joselyn Jedick, D.O. submitted her letter and letters of support which had been distributed to the Board for review. She appeared before the Board to request a one-year extension of her residency training in Family Medicine to do a Primary Care Sports Medicine Fellowship. Her letters of support came from Banner Good Samaritan Family Medicine Center physicians Steven Brown, M.D. and Kim Hunter, M.D., Ph.D., and from Mark Stephan, M.D. the Medical Director of Wesley Health Center, a Federally Qualified Health Center in south-central Phoenix. Dr. Stephan's letter addressed the need of patients in underserved areas for medical assistance for injuries "requiring splinting, casting, monitoring and a rehabilitation plan from knowledgeable clinicians" who cannot afford emergency room care and would not need consultation with specialists. Board members discussed with Dr. Jedick that the focus of her practice needs to be family medicine and not sports medicine, with the sports medicine fellowship enhancing her background to provide primary care services. Dr. Jedick assured the Board that was her plan. With that understanding, Dr. Steingard moved that the Board allow Dr. Jedick to extend her training for one year to participate in the Primary Care Sports Medicine Fellowship. The motion was seconded by Dr. Kosinski and unanimously passed.

Janet Vargas, M.D. appeared before the Board to give an update on her status since the Board meeting in May 2009. She had submitted a letter which had been distributed to the Board in advance of the meeting. She did not receive a passing score on Step 3 of the licensing exam and is scheduled to retake it in the first week of February 2010. She has made contacts with potential practice sites in Tucson, Phoenix, and Northern Arizona but her priority at this time is to be well prepared for the exam in February. Dr. Galper moved to accept Dr. Vargas' request for continued deferral of her service obligation and for an update in the Spring 2010 meeting. Dr. Kosinski seconded the motion which passed unanimously. Dr. Vargas asked for clarification if she needed written approval in advance of signing a contract to serve. She received a list of eligible service sites from Maggie Gumble and the results of the survey of current openings. The Board advised her that if the site was on the list of eligible service sites for 2009-2010, that list has been approved by the Board for that time period. She needs to maintain contact with the Board through Maggie Gumble so that we can be assured that the Board has written documentation from the Arizona Department of Health Services that the site is eligible prior to her signing a contract. A letter from her and that documentation would be submitted to the Board of Medical Student Loans at the next Board meeting. The key is to maintain communication between herself and the Board.

Julio Garcia, M.D. submitted a letter and Certification of Practice asking the Board of Medical Student Loans to approve completion of his two-year service commitment. He practiced at St. Elizabeth's Health Center, 140 W. Speedway, #100, Tucson, AZ 85705 beginning August 16, 2007 and the documentation was signed August 18, 2009 verifying his two years of service. He was subsequently recruited into a private practice which is not in an eligible service area and he supplied his last date at St. Elizabeth's as September 10, 2009. Dr. Galper moved to approve completion of his two-year service requirement. The motion was seconded by Dr. Martin and unanimously approved.

Patty Kane, M.D., a past recipient who completed her service commitment and is still practicing as a psychiatrist in an eligible service area, was contacted by Maggie Gumble in August. Dr. Kane has been awarded two awards in the last few years and submitted that information for the Board's information. In September 2009 Dr. Kane was presented the Compass Behavioral Health Care Robert Moore Award which "recognizes an individual that exemplifies exceptional values, beliefs, dedication and high ethical standards in the field of behavioral health in Tucson." She was presented with a sculpture. In 2006, she received the Leo B. Hart Humanitarian Award. The certificate read in part "In the spirit of Leo B. Hart, Dr. Patty Perea Kane embodies service to underserved populations in Southern Arizona, specifically in caring for the homeless mentally ill. She is tremendously dedicated to her patients at La Frontera Center and consistently goes out of her way to provide additional care in areas such as housing assistance, psychotherapy, and vocational retraining....Patty is a tireless advocate for her patients. She is committed to social justice for people too frequently ignored in our society. Her dedication to the welfare of others extends beyond practicing excellent medical care-Patty provides compassion and healing." The Board of Medical Student Loans applauds Dr. Patty Kane for her awards and continuing compassionate service to the underserved population.

Julissa Ochoa-Buck, M.D. completed becoming licensed as an allopathic physician in Arizona. She sent an email and signed note to the Board requesting approval to work at El Rio Health Clinic at 839 W. Congress Street, Tucson, AZ 85745. Fabian Valle, AZ Department of Health Services, confirmed that El Rio has automatic facilities designation and all of the El Rio Health Clinics qualify as service sites. Dr. Galper moved to accept El Rio Health Center as an eligible service site for Dr. Ochoa-Buck. The motion was seconded by Dr. Kosinski and unanimously approved.

Catherine O'Rourke Taylor, M.D. submitted final documentation of completion of her four-year service commitment. She has worked at North Country Health Care in two locations. She sent her authorized Certification of Practice to Maggie Gumble who submitted it to Dr. Andrew Saal, Chief Medical Officer in the main office in Flagstaff for his signature. Dr. Saal confirmed Dr. O'Rourke Taylor's practice at North Country Health Care, 830 E. Main Street, Springerville, AZ 85938 and at 625 N. 13th West, St. Johns, AZ 85936 since August 1, 2005. Dr. Galper moved that the Board approve Dr. O'Rourke Taylor's completion of her service commitment. The motion was seconded by Dr. McWilliams and unanimously approved. It was noted that this is the home area for Dr. O'Rourke Taylor and that she plans to continue to live and work in this eligible service area.

Agnes Ovienmhada, M.D. contacted Maggie Gumble shortly after the last Board meeting to report that she was changing practice locations and was requesting Board approval. She is an Internal Medicine physician who practices as a hospitalist and was approved to work at Banner Good Samaritan Medical Center, 1111 E. McDowell Rd, Phoenix, AZ 85006. She was employed by The Hospitalists of Arizona – IPC and after a year they moved her to another hospital, which did not qualify for service and were going to move her again. She instead contracted to work directly with Maryvale Hospital in a permanent hospitalist position, at 5102 W. Campbell Avenue, Phoenix, AZ 85031-1799. She submitted a letter to the Board on July 17, 2009 and has since submitted Certification of Practice forms from Banner Good Samaritan Medical Center and Maryvale Hospital. Maggie Gumble contacted Fabian Valle who confirmed that Maryvale Hospital at the specified address was an eligible service site. It was listed on the Primary Care Eligible Service Site list for 2009-2010 under Maryvale, AZ instead of the correct mailing address Phoenix, AZ. Dr. Galper wrote a letter to Dr. Ovienmhada recapping the situation and that because Maryvale Hospital was an eligible service site, she was confident of the Board's approval in the December 2009 Board meeting. Dr. Galper moved that Dr. Ovienmhada's service at Maryvale Hospital be approved. Dr. Martin seconded the motion and it was unanimously approved.

An update was provided by Maggie Gumble on **Juanita Padilla, M.D.** whose case is pending before the Arizona Attorney General's Office. A settlement agreement proposed for \$5000 from Dr. Padilla's ex-husband was declined. The attorney recently sent Maggie Gumble documents to certify as correct, in her role as the keeper of the records for the Board of Medical Student Loans.

Rey Palop, M.D. sent a letter updating the Board on his situation. He has not yet received papers from the Department of Corrections discharging him from probation. He has secured employment working for a tribal clinic in northern Wisconsin. In the letter, dated November 7, 2009, he indicated he would resume payments in about four weeks when his finances stabilize. He also plans to apply for Arizona licensure and become Board certified. Dr. Martin moved that Dr. Palop submit a reasonable plan to the Board by June 30, 2010 to fulfill his obligation or he

will be referred to the Attorney General's Office without further action. Dr. Galper seconded the motion and it passed unanimously. Discussion by the Board included asking Dr. Palop to submit proof of employment such as a copy of his contract.

An update was given by Lisa Veliz, Midwestern University on **Scott Salmon, D.O.** who she determined is doing a Urological Surgery Residency Program at Michigan State University, College of Osteopathic Medicine, in East Lansing, Michigan. She sent him a letter November 3, 2009 reminding him of his obligation to pay liquidated damages of \$58,908 due in June 2011 based upon minutes of the Board meeting of October 5, 2007. She enclosed a Change of Record form which he returned with his current address, phone number, and email address. He dated it March 12, 2009 which might have meant to indicate the date of his latest change of address, but it was returned to Midwestern University on November 20, 2009.

An update was provided by Maggie Gumble regarding **Celia Perez Valenzuela, M.D.** At the Board meeting of May 29, 2009 she was approved for service at the University Physicians Health Care Clinics at Kino Campus, 2800 E. Ajo Way, Tucson, AZ 85713. She was asked by the Board to clarify where she was doing deliveries since Kino does not currently handle deliveries. She emailed: "I will be seeing patients in the clinic at UPH-Kino and delivering them at UMC –just as I saw patients in Green Valley and delivered them at TMC." Dr. Valenzuela previously completed 2784 hours at the two previously approved locations for Crossroads OB/Gyn (formerly known as Associates in Women's Health). The old contracts specified 2000 hours per year and since she has a three-year service commitment, she must submit a total of approved documented service of 6000 hours.

FINANCIAL REVIEW

Maggie Gumble reviewed the documents submitted to the Board for review prior to the Board meeting. She provided a copy of the **status of loan repayments** as of June 30, 2009 submitted to the State which included **Rey Palop, M.D.** who is in repayment status with the Board and four individuals who were referred to the Arizona Attorney General's Office. **Patrick Arambula, M.D.** is currently paying \$6,380 per month with his wages being garnished. He should be done repaying this fiscal year. **Olanethia Dianna Bell** did not complete medical school and her wages are being garnished through her current employer.

The Board of Medical Student Loans was **appropriated \$913,900 for 2009-2010 to renew students on the program.** This included **General Fund appropriation of \$866,900 and for the Medical Student Loan Program \$47,000.**

The Medical Student Loan Fund, which includes funds transferred from the Medical Student Scholarship Program, which was repealed, and loan repayments, had a **beginning balance of \$55,523.33.** The Agency Report from July 1, 2009 to November 24, 2009 shows **loan repayments received from Dr. Arambula in the amount of \$13,477.78 and from Olanethia Dianna Bell \$1,921.71 for a total amount of \$15,399.49.** Loan disbursements provided to 11 students at the University of Arizona College of Medicine at \$19,744.00 each totaled \$217,184.00. Loan disbursements provided to 3 students at A. T. Still University, School of Osteopathic Medicine at \$29,137.50 each, totaled \$87,412.50. Loan disbursements provided to 3 students attending Midwestern University Arizona College of Osteopathic Medicine have been \$49,102.00 each for a total of \$147,306.00. **Expenditures as of November 24, 2009 total \$451,902.50 from the General Fund and Medical Student Loan Fund.**

From the **General Fund with an appropriation of \$866,900.00, a total of 16 students have been funded for a total of \$432,158.50**

From the **Medical Student Loan Fund, which is actually continuously appropriated under the law, one previous scholarship student attending the University of Arizona College of Medicine has received \$19,744.00.** Loan repayments deposited in this fund totaled \$15,399.49 and there is a fund balance of \$51,178.82

Students are paid by semester or quarter depending on the academic calendar at the school. The University of Arizona College of Medicine students were paid \$1,448.00 less each for Fall 2010 due to the requirement in **A.R.S. §15-1723 that the Board of Medical Student Loans apportion fifty percent of the monies for students attending private medical schools.** Since only renewals are being funded and 10 Midwestern medical students graduated in 2009, more than fifty percent of the monies were needed to fund all students the amount of tuition plus

\$20,000 living allowance for 2009-2010. The total loan amount was approved for \$11,448 less for UA students than the maximum determined. **HB 2012 with an effective date of December 3, 2009 suspends the fifty percent apportionment requirement for 2009-2010 retroactive to, from and after June 30, 2009.** The Board gave approval in the meeting of July 10, 2009 to proceed with revised contracts for \$42,384 each for the University of Arizona medical students if and when that requirement was suspended.

All agencies in the State of Arizona were required to submit **Budget Reduction Plans of 15%** to the Governor's Office. The amount from the General Fund appropriation was \$130,035 and from the Medical Student Loan Fund \$7,050. The Board was provided with a copy of the statement drafted by Carol Galper, Ed.D. with the impact that would have on the Arizona Medical Student Loan Program. It read in part "A reduction in the funds this fiscal year would effectively devastate the program, and for all intents and purposes, eliminate the ability of this program to function....There are no other funds available for this program besides the General Fund and the Medical Student Loan Fund...A reduction in January 2010 would result in non-payment for the last quarter of the funds expected by three students at Midwestern University in the amount of \$49,101.00. Two of these students are expected to graduate in May 2010." The drafts of these reduction plans were made available to the legislature and were posted on the Governor's website. Maggie Gumble spoke to both our analysts at the Governor's Office and the Joint Legislative Budget Committee staff. They both indicated that no action has been taken at this point which would reduce the Board of Medical Student Loan appropriations. They both understand how our program works and are expecting the Board to proceed as needed to fund the students.

Carol Galper indicated that FY 2011 is a different story and that was confirmed in the conversation Maggie Gumble had with the JLBC analyst. The Board can expect to hopefully fund renewal students but no new students. Maggie provided updated JLBC charts, which are also provided to the Governor's Office, for FY 2010 and FY 2011. The number of renewals for UA has been changed to 4 because 2 UA College of Medicine students will not graduate in May 2010 as planned. If they are approved to continue in the program, they would need a fifth year of funding. With tuition amounts estimated, the total amount needed for 8 continuing students (4 UA, 1 MWU, 3 ATSU) is \$438,764. The Board had requested the same amounts from the General Fund and the Medical Student Loan Fund in FY 2011 as was appropriated in FY 2010, for a requested amount totaling \$913,900.

REVIEW OF FUNDING OF RENEWAL APPLICANTS 2009-2010

Tomas Acuna and **Juan Hernandez** have not passed Step 1 USMLE and cannot proceed with the 4th year curriculum until the exam is passed. Mr. Acuna has satisfactorily completed all 3rd year coursework and will take Step 1 again in December 2009. Juan Hernandez is finishing up his 3rd year requirements and will take Step 1 again in January. They are both exploring the possibility of being allowed to take Master of Public Health courses during the Spring semester 2010 until they pass Step 1. Maggie Gumble has reminded both students that they can meet their service commitments under their contracts only with an M.D. degree. They must be enrolled in the College of Medicine in Spring 2010 to receive funds under this program, with Board approval. Maggie wanted the Board to know the academic status of these two students and give approval prior to signing revised contracts for \$42,384. After contracts are signed, claim forms are processed through the State of Arizona and the checks are distributed at the schools. The students must be registered and paid, or use the check to pay registration, in order to receive the funds. After discussion, Dr. Galper moved that the Board approve Tomas Acuna and Juan Hernandez for continued funding as long as they are enrolled in the College of Medicine and pay College of Medicine tuition. The motion was seconded by Dr. Rheinfelder and passed unanimously.

Juan Hernandez was able to get off his clinical rotation prior to the end of the meeting. He thanked the Board for their continued support. He indicated that he has a medical problem (obstructed sleep apnea) that has interfered with his performance and is working on short-term and longer-term solutions for the condition. He was advised that the Board approved continued funding for 2009-2010 as long as he is enrolled in the College of Medicine and pays College of Medicine tuition.

REIMBURSEMENT OF PRIVATE SCHOOLS TO UNIVERSITY OF ARIZONA COLLEGE OF MEDICINE

A.R.S. §15-1723 H "Private schools of medicine shall reimburse the University of Arizona for any administrative costs related to the processing of loans for students at private schools of medicine pursuant to

subsection A of this section.” Maggie Gumble, Executive Director of the Arizona Medical Student Loan Program under the Board of Medical Student Loans, reports that the administration of the College of Medicine wants the Board to reevaluate the amount of reimbursement expected from the private medical schools. In 2008-2009 the amount of reimbursement received from each school was \$1000 for a total of \$2000. Maggie prepared a list of tasks associated with administering the Arizona Medical Student Loan Program for the College of Medicine and provided it to the Board for review. Columns to the right indicate the private schools’ involvement in specified tasks and some statistics on the number of participants involved from each school. It was determined that about 33% of Maggie’s time is taken in administering the program in 2009-2010 and 10% of Melanie Kim’s time. The UA administration judged the cost to be \$30,000. An email to Maggie from the College of Medicine administration indicated that the percentage of students at each school would be the amount that UACOM would ask the other schools to cover. For 2009-2010 there are 12 UA College of Medicine students, 3 Midwestern University students, and 3 A. T. Still University students funded on the program. That would be \$20,000 UA, \$5,000 Midwestern University and \$5,000 A. T. Still University. Discussion included the fact that much of the work involves the total number of participants, with not only the student funding, but time involved as residents seek service sites, documentation of participant status is required, repayment issues arise, and required tracking of participants who completed the service requirement for at least 10 years after their commitment. In the future with no new applicants, the number of students funded that year would shift the balance. A. T. Still University has only had 3 students on the program total, since they began participating in 2007 and their students have not graduated. The Board of Medical Student Loans administers the program under the statutes. The statute does not specify a formula and the Board would need to decide what is reasonable. The Board needs a written request from the University of Arizona College of Medicine administration. Time is of the essence because the private schools are making budget decisions and have to have something in writing to present to their administration and financial services departments for consideration. Dr. McWilliams moved that the University of Arizona College of Medicine administration provide a written request, with justification, for the amount they are requesting from the private schools. It needs to be submitted to the Board of Medical Student Loans and distributed to all Board members so that the Board members from the private schools can take it up for consideration prior to the next Board meeting. Dr. Steingard seconded the motion and it passed unanimously.

PROPOSED NATUROPATHIC LEGISLATION

The Board of Medical Student Loans was provided for advance review an email from Mark Barnes, Legislative Representative, Arizona Naturopathic Medical Association along with a copy of the **proposed change in A.R.S. §15-1723 to add students who intend to enter and complete a residency program... “accredited by the Council on Naturopathic Medical Education...”** The Arizona Naturopathic Medical Association is interested in expanding the Arizona Medical Student Loan Program to include students attending the Southwest College of Naturopathic Medicine. The proposed legislation will be pursued in the 2010 legislative session and the group was seeking the support of the Board of Medical Student Loans. The meeting was attended by Mark Barnes and by Paul Mittman, N.D., Ed.D., President, Southwest College of Naturopathic Medicine. Discussion centered around medical procedures that naturopaths are and are not allowed to do in patient care. Fabian Valle, M.S., Workforce Program Manager, Arizona Department of Health Service, was asked if naturopaths are included in the evaluation of designated shortage areas. He explained that HRSA (U.S. Department of Health and Human Services, Health Resources and Services Administration) evaluates the number of allopathic and osteopathic physicians available in geographic areas, including physicians in Internal Medicine, Pediatrics, Family Practice, and Obstetrics/Gynecology. The evaluation also includes Nurse Practitioners and Physician Assistants. Dr. Rheinfelder indicated that naturopaths are not approved practitioners in the AHCCCS program (Arizona Health Care Cost Containment System). After discussion, Dr. Martin moved that the Board of Medical Student Loans take no action regarding the proposal because the Board is not in a position to make legislation. Dr. Steingard seconded the motion and it passed unanimously.

CUSTOMER SATISFACTION SURVEY

The Board had been provided with a memo with the results of the Customer Satisfaction Survey conducted in October 2009, the various survey documents distributed to program participants from recent years, and the resulting answers and comments provided by the participants. **The Board of Medical Student Loans received a rating of 7.6% on an 8-point scale, with 8 being “Very Satisfied.”** Survey documents were distributed to a total of 93 students, residents, physicians who are serving, physicians whose service has been completed, and those in

repayment. 35% of the participants responded. The annual survey is required by statute and the results were reported to the Joint Legislative Budget Committee (JLBC) staff and Governor's Office of Strategic Planning and Budgeting (OSPB).

SURVEY OF OPENINGS

A survey of openings of the sites listed on the 2009-2010 Primary Care Eligible Service Site List was conducted in October 2009 by Maggie Gumble and Melanie Kim. **There were 82 openings for primary care physicians: Family Practice 39; Pediatrics 11; Internal Medicine 24; Ob/Gyn 8. In addition, the sites were seeking 5 physicians in Emergency Medicine, 3 Surgeons, 2 Psychiatrists, and 17 physicians in various other specialties.** The survey was done to provide information to the residents looking for service sites, and to provide information to the Board and possibly the legislature regarding the number of openings in eligible service sites for primary care physicians in Arizona. The last survey was done in 2006. Maggie noted at that time that many of the clinics on the list have central administrations and this time listed contact people and information for the groups of clinics. That information is expected to be helpful to residents. It was actually one of the suggestions later received from the Customer Satisfaction Survey from a physician who had just begun her service commitment. The Arizona Medical Student Loan Program has two (2) physicians becoming available to serve in 2010, nine (9) in 2011, twelve (12) in 2012, and three (3) in 2013. Those figures will be adjusted by changes approved in today's meeting for Dr. Bermudez and Dr. Jedick. Maggie Gumble commented that she has already gotten requests from physicians planning to serve in 2011 and requests that the Arizona Department of Health and Human Services (ADHS) update the list for the next meeting. She is giving them some information learned in the survey, such as a few clinics that have closed and two that have changed their addresses. Fabian Valle confirmed the eligibility of the new address for one location and the other is located in the rural town of Kearny, AZ.

The Board discussed Dr. Barbara Hartley's email regarding the use of hospitalists in Benson and other rural areas. She said in part "When we look at the medical needs of an underserved area, particularly a rural area, we need to look at not only how to get the patients to primary care providers, but also how to keep the local hospitals open. The way we practice medicine in his country is changing. Increasingly, even in rural areas, physicians expect to practice either office based medicine or hospital medicine but not both. Small community hospitals in rural areas in particular have difficulty recruiting physicians to practice hospital medicine in their communities." She went on to describe the situation in Benson and said "Recruiting would be easier for facilities like ours if we could draw on participants in the AZ Medical Student Loan Program." In Board discussion, it was noted that there is no issue if the physician is trained in Internal Medicine or Family Practice and works at an approved eligible service location. The participant would be approved if those contract conditions are met and the physician wanted to be a hospitalist. Hospitalist is not yet a recognized specialty.

CAROL DOLAN – SERVICE TO THE BOARD

Carol Dolan, Director of Financial Services for Midwestern University, recently moved to Georgia. Lisa Veliz and Maggie Gumble recommended that the Board of Medical Student Loans recognize her 10 years of service in support of the Board. Dr. Galper moved that the Board recognize Carol Dolan with a certificate from the Board of Medical Student Loans. Dr. Kosinski seconded the motion and it was unanimously approved. Carol worked with the Board from 1999 to 2009. She was a valuable asset to the program and is greatly missed.

Carol Galper moved that the meeting be adjourned at 3:42 pm. It was seconded by Dr. Kosinski and passed unanimously.

Minutes available for review December 9, 2009

Respectfully Submitted,



Maggie Gumble
Executive Director
AZ Medical Student Loan Program

Approved:



Carol Q. Galper, Ed.D., CHES
Chairperson
Board of Medical Student Loans