



MOUNTAIN PASS

Mountain Pass Solutions Case Study:

Oakland University William Beaumont School of Medicine

The Customer

Oakland University William Beaumont School of Medicine (OUWB) is a privately funded medical school within south-eastern Michigan's Oakland University, a nationally recognized public doctoral research institution. Clinically affiliated with William Beaumont Hospitals, OUWB is recognized as a collaborative, diverse, inclusive, and technologically advanced learning community, dedicated to enabling students to become skillful, ethical, and

compassionate physicians, inquisitive scientists, and effective medical educators. OUWB attracts world-class faculty members and community physician partners who encourage students in transdisciplinary scholarship and serve as mentors to prepare the medical professionals of the future.

Deirdre Pitts, MAOM, IPMA-CP, is Interim Associate Dean for Academic, Faculty

Affairs and Diversity & Inclusion at OUWB. As the founding director of Faculty Affairs, Deirdre helped establish policies and procedures related to the faculty lifecycle for OUWB, including the development of faculty recruitment criteria for the school's 1,400+ faculty appointments. The Office of Faculty Affairs coordinates the promotion and tenure process, faculty appointments, reappointments, and faculty human resources.



The Problem

As faculty appointments increased, managing faculty information became a difficult task. With over one thousand clinical and biomedical science faculty appointments, and no way to include non-employed faculty in Oakland University's data tracking system, Deirdre and the faculty affairs team saw the need for a dedicated medical school **faculty database**. "Here we were in a quandary because we were maintaining faculty information—types of degrees held, ethnicity, appointment dates and timeframes, and so forth—in an Excel spreadsheet. It was not functional. The amount of human error that can occur on a 1,400 line-item spreadsheet is insurmountable." **Reporting** presented another trouble spot. "Some

of the work we oversaw was managed under the operations component of the school. Bi-annual LCME reporting requires an updated summary of each faculty unit, and because that information was being managed on the operations side, we had no control over the data we were reporting."

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In addition, OUWB needed a solution to **streamline and digitize faculty processes**. Faculty promotion was an

urgent need: "Promotion was a time-consuming, costly annual process. Clinical faculty would email the components of a physician's dossier, sometimes 200 pages, and we would have to print and compile them into 4-inch binders, then manually distribute them to the review committee, plus mailing large packets to external reviewers. With 30 promotion cases on average and often up to 10 reviewers, paper, gas, mileage, postage, and time really added up. At one point, we tried to facilitate the process through a cloud-based file sharing system, but that was a catastrophe. The year we had over 600 individuals eligible for promotion—we knew we had to find a solution, or we would be in a lot of trouble."