

UNM Mission: Excellence aims at Best Patient Experience

In their new efforts to improve the clinical and teaching culture in the UNM Health System, the UNM leadership has taken a new initiative. Named Mission: Excellence, it emphasizes aligning goals to achieve the best patient experience possible. The effort has expanded within the past year to include all of the UNM Health System. It now has about 20 sub-teams working on different elements of the cultural transformation. “We have metrics that demonstrate improved leader behavior, but it takes time for those behaviors to become hardwired enough to translate to real cultural change”, comments Bob Avery, MD, PhD who serves as Chairman of the Mission: Excellence Steering Team. Avery is currently an Associate Professor of Ophthalmology and was ex-Medical Director of the Eye Clinic.

Dr. Avery decided to focus on enhancing the provider voice in decision-making within the UNM Health System. He first joined the Physician Advisory Group, which is a small group of front-line physicians that serves as a liaison between senior leadership and front liners. As Chair of the Physician Advisory Group, he helped identify a need to improve the clinical culture by empowering front line providers, nurses, and staff and by aligning organizational goals around the best possible patient experience.

Dr. Avery asserts, “Realistically, it is a multi-year journey to get where we want to be. That requires perseverance from those most closely working on the effort and a great deal of patience and trust from the front lines. In the end, we will all benefit - especially our patients and learners”.



Bob Avery, MD, PhD
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