**Clinical Contributions FY14-FY23**

**Time and Effort: 91%**

\*\*\*\* \*\*\*\*, OD, MBA was appointed Instructor upon hiring in 2013 and was promoted to Assistant Professor in 2017 on the Clinical Attending Pathway at the University of Arkansas for Medical Sciences, College of Medicine (UAMS COM). She is applying for Associate Professor on this non-tenured track in September 2023.

**Highlights**

* Comprehensive clinic, Jones Eye Institute
  + Perform routine/comprehensive annual eye examinations
  + Soft contact lens fittings
  + Problem-focused Exams
  + Glaucoma monitoring and treatment
  + Diabetic Eye Exams
  + Plaquenil Monitoring
  + Macular Degeneration Diagnosis and Monitoring
  + Three and a half clinic days per week: 20-30 patients in a full day
* Specialty Contact Lens Clinic, Jones Eye Institute
  + Fitting of Rigid Gas Permeable, Hybrid, Custom Soft, Custom Prosthetic, and Scleral Contact Lenses
  + Fitting of eye disease patients with keratoconus, pellucid marginal degeneration, Salzmann’s nodular degeneration
  + Fitting of post-surgical patients with post LASIK ectasia, Radial Keratotomy, and corneal transplant patients
  + Fitting of post-trauma patients with corneal lacerations, aphakia, open globes, and iris penetration
  + Referral only clinic (referrals from UAMS and outside providers)
  + 1 day per week: 12-14 patients per day
* Patient care
  + Scored 4.8 out of 5 point scale questionnaire with 402 ratings and 45 comments

[https://uamshealth.com/provider/\*\*\*\*-l-\*\*\*\*/](https://uamshealth.com/provider/kathryn-l-brown/)

* + Scored 5 out of 5 point scale with 9 ratings, 1 comment

[Dr. \*\*\*\* \*\*\*\*, OD - Optometrist in Little Rock, AR | Healthgrades](https://www.healthgrades.com/providers/kathryn-brown-84m8z)

* + NRC Health Real Time patient experience survey starting in Jan 2019 with 1,307 ratings and 550 comments
    - 84% or more of the scores were positive, and ranked higher in every category every year when compared to other Jones Eye Clinic Optometrists
* Clinical Charges/RVW Comparison
  + Charges have remained steady throughout addition of like specialty, COVID-19 pandemic, and FMLA maternity leave
  + Dr. \*\*\*\* outperforms her peers with regards to RVW’s every year except during FMLA maternity leave (2022)
  + On average, Dr. \*\*\*\*’s RVW goal from FY15-FY23 has been exceeded by 112%

**Detailed Description of Clinical Activities**

Dr. \*\*\*\* is 1 of 3 optometrists working in conjunction with a group of 15 ophthalmologists at the Jones Eye Institute (JEI) at UAMS. Dr. \*\*\*\* was the first optometrist employed at JEI and has grown and flourished in her position. She works closely with the ophthalmologists to obtain appropriate and timely surgery when needed and monitoring of eye conditions when indicated. Dr. \*\*\*\* provides primary eye care, urgent eye care, Emergency Department follow-up, and contact lens specialty care. Primary eye care includes annual eye exams for diabetic, hypertensive, or thyroid systemic diseases, as well as, high risk medication monitoring for drugs like hydroxychloroquine and belantamab (BLENREP) chemotherapy that have been found to have unfavorable ocular side effects. Primary eye care also includes annual glasses and contact lens exams. Urgent eye care includes conditions that cause pain or discomfort including corneal ulcers, corneal abrasions, anterior uveitis, and conjunctivitis. Dr. \*\*\*\* evaluates other urgent conditions such as double vision, sudden vision loss, transient visual obscurations, giant cell arteritis, flashes and floaters, and examinations for retinal detachment or retinal tears. Emergency department follow ups are assigned by the on-call resident/attending and can include trauma, retinal evaluations, or general exams for blurred or double vision.

Dr. \*\*\*\* takes pride in her expertise of fitting prosthetic contact lenses for eye diseases that misshape the corneal surface including keratoconus, pellucid marginal degeneration, Salzmann’s nodular dystrophy, limbal stem cell deficiency, and congenital corneal scarring. Other conditions requiring specialty lens services include post refractive surgery complications or corneal transplants, in which careful fitting of lenses on transplant tissue must be monitored. Poor-fitting scleral or rigid gas permeable lenses on donor corneal tissue could result in graft rejection and/or failure. Another category of eye conditions in which Dr. \*\*\*\* has had the opportunity in which to specialize is post traumatic contact lens fittings. These unique and complicated cases are highly concentrated at UAMS due to the Level 1 Trauma designation of the ED/main hospital. These patients are sometimes left aphakic (without a natural lens), with corneal lacerations and sutures, or with conjunctival scarring from open globe repair. The entering visual acuity of this patient demographic is often 20/400 or worse and would meet the requirement for legal blindness without Dr. \*\*\*\*’s intervention. Dr. \*\*\*\* is skilled in many specialty lens designs including scleral lenses (large diameter hard lenses), rigid gas permeable lenses, hybrid lenses (hard lens with soft skirt), piggyback lenses (hard lens fit on top of soft lenses), and prosthetic soft lenses for cosmesis. These patients cannot see clearly with glasses or regular soft lenses and must have a custom fit lens for the eye to focus properly. This allows the patient to be able to function at work, drive, and experience vision that results in the best quality of life possible.

**Clinical Licensing and Credentialing**

Dr. \*\*\*\* is trained and licensed at the highest level that Arkansas allows for optometric physicians. In 2018, Dr. \*\*\*\* underwent extensive training and certification in both didactic and clinical settings to expand her knowledge and competence in laser therapy for the anterior segment and surgical procedures for the optometric physician given by the Northeastern State University in Oklahoma. In 2019, scope of practice expansion for optometrists was passed by Arkansas legislators in general session. Since the profession of optometry is state regulated, Dr. \*\*\*\* was required to undergo more testing, both written and oral (including skills check), to acquire licensure for an Advanced Procedures License in 2021. Dr. \*\*\*\* believes that physicians practicing in academic medicine should always uphold the highest standards with regards to education and clinical skills

**Comparison of RVW’s with Like Specialty and Goals**

Over the last 9 fiscal years (FY15-FY23), Dr. \*\*\*\* has been a productive member of the ophthalmology faculty with regards to patient encounters, RVW’s generated, and resulting dollars collected for outpatient clinical services. RVW’s are set to beat the individual provider’s previous year’s goals and therefore a like specialty comparison is useful for comparing Dr. \*\*\*\* against other doctors practicing in the same capacity in her practice. In 2015 and most of 2016, Dr. \*\*\*\* was the only optometrist at Jones Eye Institute, and therefore productivity goals were set by comparing to national tables of like specialist in academic settings. At that time, UAMS used the Medical Group Management Association tables and later switched to the Association of University Professors of Ophthalmology (AUPO) tables in 2018 when Jones Eye Institute changed to its current compensation and incentive program for physicians. The average optometrist in an academic setting in 2015 was expected to earn 2,870 RVW’s. Dr. \*\*\*\* far exceeded that number and made 203% of goal her first full year in practice. In 2019, Dr. \*\*\*\*’s clinical charges continued to grow, and she made the highest clinical charge count to date. At the start of the 2017 fiscal year, the decision to expand the department was made, and another optometrist was added to the practice, hence the small drop in RVW’s. In 2018, one more optometrist was added to the department, followed by 2 more in 2019. This accounts for slight dip in RVW’s as patients were distributed across providers as the practice continued to expand. In 2020, the COVID-19 pandemic shut down the outpatient clinic for approximately 7 weeks and negatively affected RVW’s and revenue for the entire clinic. The last 3 months of FY22 and the first month of FY23, Dr. \*\*\*\* used sick and vacation days, along with FMLA leave as she celebrated the birth of her first daughter. Although there have been barriers to production, some unforeseen and some brought on by practice expansion, it is encouraging to note that clinic charges have remained stable averaging $950,249 (**Graph 1 and Table 1**).

**Graph 1**

When compared to like specialty (**Graph 2 and Table 1**), Dr. \*\*\*\* has outproduced her colleagues every year with the exception of 2022, resulting from her maternity leave. When tasked with beating her own benchmarks and previous year’s goals, Dr. \*\*\*\* has done an exceptional job averaging 112% of her benchmark over the last 9 years with some years fairing very well, helping to compensate for the pandemic and FMLA leave (**Table 2**).

|  |  |  |  |
| --- | --- | --- | --- |
| Year | Avg Like Specialty RVW\* | \*\*\*\* RVW | \*\*\*\* Charges ($) |
| 2015 | 2870 | 5816 | $1,013,351 |
| 2016 | 2870 | 5324 | $997,712 |
| 2017 | 2903 | 4311 | $914,143 |
| 2018 | 3142 | 4497 | $959,171 |
| 2019 | 3855 | 4687 | $1,050,863 |
| 2020 | 2125 | 3493 | $867,322 |
| 2021 | 3257 | 3880 | $969,486 |
| 2022 | 3899 | 2744 | $758,807 |
| 2023 | 3562 | 3839 | $1,021,390 |

\*Average like specialty RVW’s adjusted to match \*\*\*\* clinic time in comprehensive clinic (multiplied avg by 0.75 for equal comparison due to other providers full-time clinic status). Specialty clinic day does not count towards RVW’s and has been adjusted.

**Table 1**

**Graph 2**

|  |  |  |  |
| --- | --- | --- | --- |
| **Year** | **RVW Benchmark** | **RVW Earned** | **% Goal** |
| 2015 | 2870 | 5816 | 203% |
| 2016 | 3048 | 5324 | 175% |
| 2017 | 5324 | 4283 | 80% |
| 2018 | 4887 | 4497 | 92% |
| 2019 | 3708 | 4686 | 126% |
| 2020 | 4592 | 3490 | 76% |
| 2021 | 4498 | 3880 | 86% |
| 2022 | 3748 | 2774 | 74% |
| 2023 | 4138 | 3839 | 92% |
| **Average** |  | **4288** | **112%** |

**Table 2**

**Graph 3**

**Optical and Contact Lens Sales**

Along with outpatient clinical services, Dr. \*\*\*\* is a significant contributor to optical and contact lens sales. In **Table 3**, Dr. \*\*\*\*’s yearly optical sales were compared to her colleagues that provide comprehensive optometry and ophthalmology services. Depending on the year, the number of faculty providing comprehensive services changes, but averages 10-11 faculty per year who prescribe glasses and/or contact lenses. Dr. \*\*\*\*’s optical sales far exceed the average and highlights the effort that Dr. \*\*\*\* puts forth to utilize UAMS facilities and recommend our optical shop to her patients. **Graph 4** highlights the average yearly sales Dr. \*\*\*\* has directly contributed to the optical over the past 9 years. **Table 4** has the yearly breakdown of optical sales contributed by Dr. \*\*\*\*.

|  |  |  |
| --- | --- | --- |
| **Year** | **\*\*\*\* Optical Sales** | **Average Faculty Optical Sales** |
| **2014** | $119,756.99 | $39,833.25 |
| **2015** | $191,266.65 | $36,140.31 |
| **2016** | $209,860.63 | $46,276.71 |
| **2017** | $209,859.08 | $46,241.47 |
| **2018** | $203,651.59 | $88,941.20 |
| **2019** | $247,815.73 | $51,037.36 |
| **2020** | $215,274.81 | $65,645.64 |
| **2021** | $212,110.16 | $74,005.36 |
| **2022** | $183,495.68 | $67,485.89 |
| **2023** | $217,687.10 | $85,520.51 |

**Table 3**

|  |  |  |
| --- | --- | --- |
| **Year** | **Total Optical Sales** | **% Contributed by \*\*\*\*** |
| **2014** | $405,903.61 | 29.5% |
| **2015** | $607,119.07 | 31.5% |
| **2016** | $606,094.39 | 34.6% |
| **2017** | $739,051.60 | 28.4% |
| **2018** | $783,965.08 | 26.0% |
| **2019** | $717,864.00 | 34.5% |
| **2020** | $728,219.73 | 29.6% |
| **2021** | $798,619.85 | 26.6% |
| **2022** | $710,037.48 | 25.8% |
| **2023** | $765,615.62 | 28.4% |
| **Average** |  | **29.5%** |

**Table 4**

**Graph 4**

Although contact lens sales are not tracked per provider, Dr. \*\*\*\* is a direct contributor to patient contact lens sales at Jones Eye Institute. Dr. \*\*\*\* is the only specialty contact lens fitter and the main prescriber of soft lenses in the clinic. The contact lens sales from FY15-FY23 can be seen below in **Table 5** and **Graph 5**. Dr. \*\*\*\* is also the manager of contact lens sales. This duty is detailed in the administrative and leadership section of this packet.

|  |  |
| --- | --- |
| **Year** | **Contact Lens Sales** |
| **2015** | $243,717.03 |
| **2016** | $286,221.46 |
| **2017** | $284,719.32 |
| **2018** | $289,703.43 |
| **2019** | $310,264.53 |
| **2020** | $256,243.99 |
| **2021** | $248,792.05 |
| **2022** | $206,886.71 |
| **2023** | $256,488.16 |

**Table 5**

**Graph 5**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Monday** | **Tuesday** | **Wednesday** | **Thursday** | **Friday** |
| **7:00AM-12PM** | Admin | General Clinic | Specialty Lens Clinic | General Clinic | Admin Catch up |
| **12:30PM-6PM** | General Clinic (11:30) | General Clinic | Specialty Lens Clinic | General Clinic |  |
| **5:00PM-6PM** |  |  |  | Case Conference |  |
| **6:00PM-7PM** |  |  |  | Faculty Meeting (monthly) |  |

**Patient/Family Experience**

Dr. \*\*\*\* strives to provide excellent patient care every day. UAMS is a large health system that can be complex for patients to navigate, and Dr. \*\*\*\* makes it her mission to help her patients, with not only coordination and follow up of their eyecare, but their entire mind and body wellness. She truly tries to go above and beyond, and her compassion and caring nature is reflected in her patient survey results and their comments.

**National Research Corporation (NRC) Metric**

**Dr. \*\*\*\*’s Scorecard Report for January 2019-June 2023 Composite Score (% Positive).**

|  |  |  |  |
| --- | --- | --- | --- |
| **Year** | **Number of Ratings** | **Jones Eye Clinic Optometrists** | **\*\*\*\*’s Ratings** |
| **2019** | 223 | 77.4% | 86.5% |
| **2020** | 264 | 80.4% | 85.7% |
| **2021** | 354 | 82% | 83.9% |
| **2022** | 251 | 81.1% | 87.2% |
| **2023** | 215 | 83.1% | 86.4% |

**\*\*\*\* Highlights from NRC Questions**

**(%) = Other clinic optometrists**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **2019** | **2020** | **2021** | **2022** | **2023** |
| **Got Enough Info Re Treatment** | 88.7% (79.1%) | 89.7% (84.6%) | 88.3% (85.3%) | 91.9% (85.7%) | 92.5% (88%) |
| **Provider Listened** | 93.2% (83.3%) | 92.4% (88.2%) | 89.5% (88.1%) | 93.9% (88.5%) | 94.3% (90.8%) |
| **Provider would Recommend** | 94.0% (89.2%) | 92.5% (90.5%) | 94.5% (92.8) | 93.9% (94.5%) | 94.3% (94.0%) |
| **Trust Provider w/ Care** | 91.8% (82.5%) | 92.4% (88.2%) | 90.0% (87.9%) | 94.7% (88.9%) | 95.3% (90.3%) |

**Dr. \*\*\*\* \*\*\*\* patient Satisfaction Comments:**

“She discovered an eye problem that I feel a lesser qualified and judicious person would have missed. She is very competent, personable, and seems to be an overall good person engaged in truly caring for patients.”

“Dr. \*\*\*\* is an outstanding doctor. She is always prepared for my visits, and knows my history. She asks questions to better understand my situation and she listens carefully to my answers. I trust her completely with my eye care.”

“Dr. \*\*\*\* was the most wonderful, caring, considerate and thorough doctor that I've seen. I was very pleased, and will gladly come back and would refer her to anyone. I actually loved her. Thank you.”

“Dr \*\*\*\* is the best eye doctor. She is extremely friendly, personality is the best and treats you like a person and not just a number. She is my favorite doctor here at UAMS.”

“Dr. \*\*\*\* is far and away the best ophthalmologist I've ever encountered. I'm [AGE 70+], I've had numerous eye surgeries and problems with my eyes over the years. When I began experiencing a slight blurriness in one eye a few years back, I went to five Little Rock doctors, plus specialists at Vanderbilt and Duke. None of them could tell me what was wrong. Then I saw Dr. \*\*\*\*. She told me at the start, "We're going to figure out what is wrong." And she did. In 2020 we moved out of Arkansas to [ANOTHER STATE] but I come back to UAMS and Dr. \*\*\*\* for my eye care. She is bright, caring, highly personable, determined - a real credit to UAMS. I can't say enough good things about her and her support associates.”

“Really appreciated Dr. \*\*\*\* \*\*\*\* and the nurse. They were professional, courteous, concerned and very thorough in my eye exam!

They were both very reassuring that my eye issues would be properly prescribed.

Spent over 15+ years with another eye doctor. Will now, most assuredly, continue

coming to Jones Eye Clinic and trusting (with new confidence) ALL of my future eye care needs.”

“First, I want to express my extreme satisfaction with UAMS, Jones Eye Institute and specifically your personal professionalism, expertise and communication since I’ve been a patient. You should know that my career over 35 years was in dental/surgical in sales management calling on medical professionals and from my experience both you and the entire team at Jones Eye Institute are top notch! I would not hesitate to refer anyone to you!”

“\*\*\*\* \*\*\*\* continues to impress. It’s not just that she is an absolute delight, she always goes the extra mile. During my exam today she literally ran over to the optical shop for a tool to tweak my current glasses. Her assistant today, Dana McIntosh, was also very engaging and really did a great job evaluating my rather challenging vision. You really have a good team and I recommend them at every chance.”

“Dr. \*\*\*\* is an excellent physician. She is knowledgeable, listens and provides education that is applicable. Her staff is wonderful! I recommended Dr. \*\*\*\* to my Mother and she had a positive experience also.”

“Dr. \*\*\*\* is wonderful, amazing, professional and treats her patients in the most kind way. Her assistant Dana is also quite nice and knowledgeable. So glad they are at UAMS.”

“The tech Ashley was very knowledgeable and friendly. Dr \*\*\*\* is amazing so smart and kind! She able to describe eye health in a way that is understandable and enjoyable. The front desk worker was blah. She did not greet me with a smile or make the experience enjoyable at all.”

“Dr. \*\*\*\* has a superb bedside manner. She displays an attitude of knowledge, care, and concern. She made me very comfortable during this visit. I plan to visit her annually as long as she practices here!”

“Dr. \*\*\*\* is very personable, knowledgeable, and makes it easy to understand the information she shares.”

“I have been seeing DR. \*\*\*\* for about 5-6 yrs. and she is the best, most considerate doctor I have ever seen in my[70+] yrs. She is smart and nice.”

“Dr. \*\*\*\* is an incredible doctor. She took time to listen to and speak with me about all of my concerns and went out of her way to make my visit comfortable and accommodated. I would highly recommend her to anyone.”

“I love going to Jones Eye Clinic. I have many problems with my sight. I appreciate all the time Dr \*\*\*\* has spent with me to get my best sight possible. It's a well run office. The lady who met with me about my payment was super friendly. My meeting with her ranks in my Top 10 customer service experiences since Covid began.”

“Pleasant experience as always. I love Dr. \*\*\*\*! She is a pleasure to talk to and I always leave her office with a smile. The check-in and check-out staff are so nice and helpful. Thank you!”

“Dr \*\*\*\* and her staff are the best! Dr \*\*\*\* goes above and beyond to help me and makes sure I'm taken care of. Dr \*\*\*\* and her staff are beyond 10/10! I would definitely recommend her to be your eye doctor!!!”

“I just want to say this is Dr. \*\*\*\* and her staff and the the folks there are the best that I've ever been to. I've been vision impaired my entire life, and there's a reason that every year I schedule with her. So she's fantastic. Thank you.”

“I am very thankful to have \*\*\*\* \*\*\*\* taking care of my eyes. She is a delight and has the gift of being professional while treating me like I am her only patient.”

“Katherine \*\*\*\* is the sweetest doctor. She treats you as a person and not just a number. She really cares about your health. She is very thorough and explains everything she is going to do to you. I appreciate her.”

“I love Dr. \*\*\*\*! She's the best. Give her a raise!”

“Dr. \*\*\*\* \*\*\*\* is the BEST! She cares more than any doctor I have ever had - and you can feel that!”

“I love having Dr \*\*\*\* as my provider. Years ago I hated losing Dr [NAME], but Dr \*\*\*\* has surpassed all my expectations, and is very much on top of my autoimmune issues. I have complete trust in her abilities and peace knowing she is very conservative toward the management of my care.”

“Dr K \*\*\*\* is always a joy to visit. My care and visit with her is unparalleled. She is very caring about my eye health, offers suggestions, answers all my questions and not once do I ever feel rushed or have the sense she doesn't have time to talk to me. She is an incredible asset to JEI and UAMS and I hope she is made to feel that way.”

“Hi. It's obvious that Dr. \*\*\*\* is a very competent doctor and I especially appreciated her willingness to respond to my questions. Her responses were indicated she understood what I asked and her responses were thorough and gave me information that I find very helpful. Dr. \*\*\*\* was an exceptionally good physician and I appreciate the help that she provided me. Thank you so much.”

“Dr. \*\*\*\* was absolutely amazing. She took me in last minute for my emergency on my eye and she addressed all my concerns. Made sure she consulted with the corneal Specialists, and all of this was last minute and they went above and beyond for my care are made me feel safe that everything was going to be okay. And that they would do everything they could to try and fix it. I've never had a doctor's office do this for me, and a 10 out of 10 recommend every single time. Also, the nursing staff was absolutely hands down. Amazing. Thank you.”