



Mark DuLong, MD

Assistant Physician-in-Chief for Specialty Care Access; Chief, Department of Plastic Surgery and Division of Maxillofacial Surgery
Santa Clara

In college, I majored in math, computer sciences, and biology. I took classes to find out what interested me the most and discovered it was dealing with people. I decided to go into medicine.

Plastic surgery is a unique field of medicine. It appeals to my creative side. Plus, we work with the whole body, from head to toe.

When I became Chief of the department, I saw it as another opportunity to learn from others. The Chief is responsible to everyone in the department, not the reverse.

No leader can be successful in isolation—you are only successful in a context. That's how our work gets done. One example is our success in increasing access rates. Using patient data, we were able to build effective tools to forecast staffing needs, and that dramatically improved patient access. We have one of the highest rates in the region for 14-day access, and we are now pushing for 10-day access.

My greatest accomplishment is building a large department, and developing a cohesive team that works so well together.

MARK DULONG, MD

PLASTIC SURGERY, SANTA CLARA

2008 Cecil Cutting, MD LEADERSHIP AWARD

Mark DuLong, MD, uses his considerable gifts as a communicator and a leader to mobilize physicians and staff in the name of positive change.

His efforts have paid off. As the Chief of the department – as well as Quality Chair – he oversaw the team's dramatic growth, along with improved quality and access to specialty services.

In his role as APIC for Specialty Care Access, he created tools to increase patient access across the medical center. As a result, Santa Clara now has one of the highest success rates for 14-day access.

In addition to his medical credentials, Dr. DuLong holds degrees in computer science, biology and mathematics. His multiple gifts have served him, his patients, and the KP community very well indeed.

