STANLEY MUI, MD

Chair, Chiefs of Head and Neck Surgery
San Francisco

For over a decade, our department suffered from low service scores. When I became chief in 2006, I began to create a collaborative environment that embraced innovation and dedication to service. In 2008, our department became a top performer in our medical center, and among the region's HNS departments.

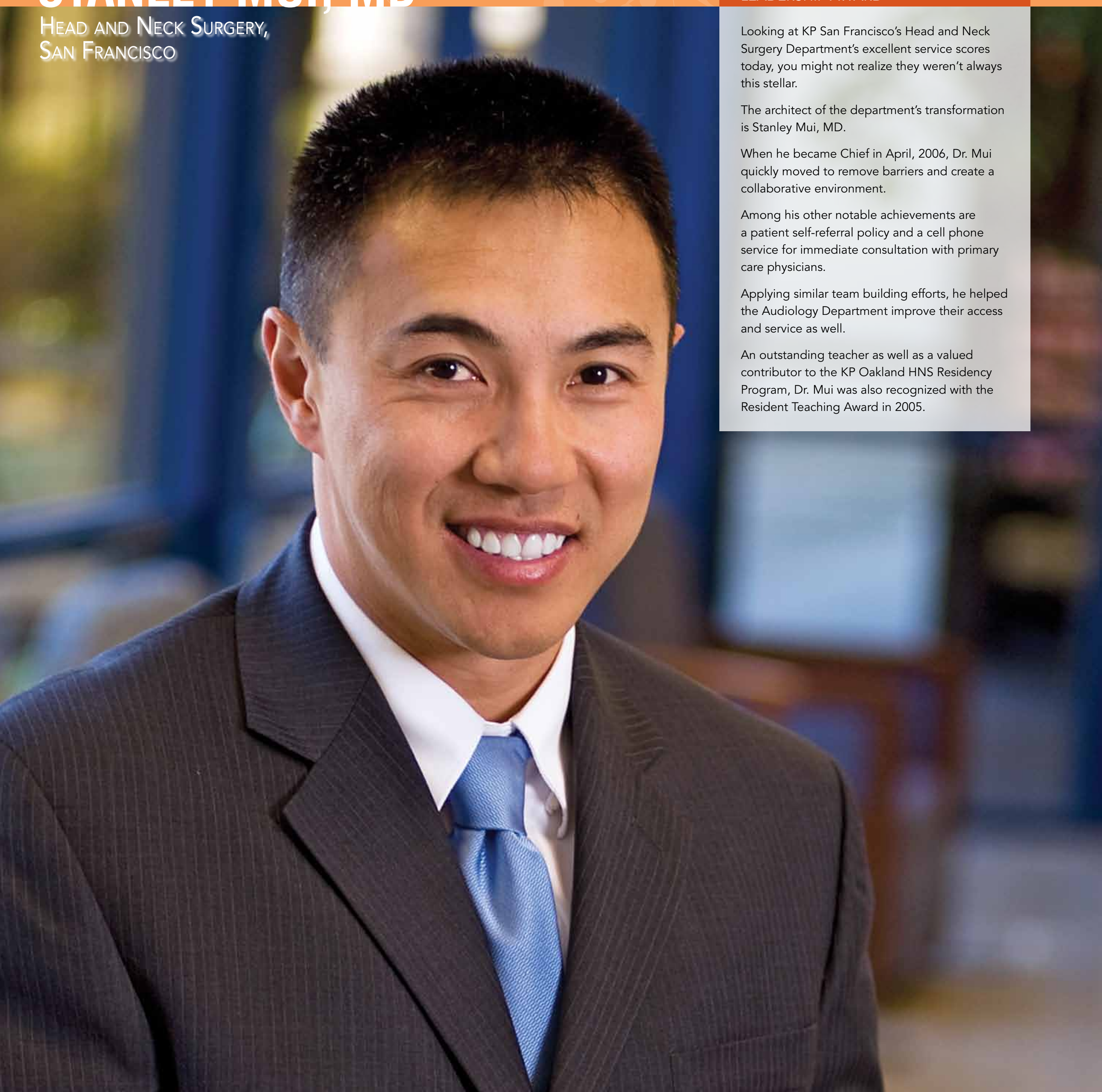
As a resident in the Oakland Kaiser Permanente HNS program, I practiced at several medical centers, which gave me insight into operational differences. This experience, along with my tenure as Chair of the Chiefs of HNS, helped me guide our team.

We've been innovative, establishing workflow enhancements such as secure message appointment confirmations, which have been adopted by others.

My goal as Chair of the Chiefs of HNS is to apply a similar approach to help improve communications between HNS departments to facilitate the exchange of ideas and innovations, and improve the performance of all.

STANLEY MUI, MD

Head and Neck Surgery, San Francisco



2009 Cecil Cutting, MD
LEADERSHIP AWARD

Looking at KP San Francisco's Head and Neck Surgery Department's excellent service scores today, you might not realize they weren't always this stellar.

The architect of the department's transformation is Stanley Mui, MD.

When he became Chief in April, 2006, Dr. Mui quickly moved to remove barriers and create a collaborative environment.

Among his other notable achievements are a patient self-referral policy and a cell phone service for immediate consultation with primary care physicians.

Applying similar team building efforts, he helped the Audiology Department improve their access and service as well.

An outstanding teacher as well as a valued contributor to the KP Oakland HNS Residency Program, Dr. Mui was also recognized with the Resident Teaching Award in 2005.