Perfecting The Customer Experience

Operational Excellence at BUMCT/S

- Discharge Timeliness – committed to maximizing the Discharge List in Capacity Management by using it during morning bed meetings. With the goal of improving awareness and usage of the tool, Sheinbein/Bruzzi will also be providing impromptu trainings for those who need it. Additionally, Hospitalists now receive a daily assignment list of the care coordinators to expedite discharges.
- Imaging – evaluated the techs schedules and adjusted them to meet the demand for on time starts. Additionally, all nurses now carry a Cisco phone while on-shift and they write their numbers on the board to increase communication throughout the department.
- PICC – analyzed the time it takes to write orders. It was discovered that roughly 27% of orders are written between 1400-2000 but the PICC team leaves around 1700. By cultivating routines where orders are written earlier, the team is working to decrease a patient’s overall LOS.
- Patient Movement – deploying EVS discharge times earlier in the day to decrease the backlog that occurs in the evening. The team is also working to increase the number of transports that occur by stretcher as it only requires one transporter versus several which will decrease the wait time for transports hospital wide.
- Behavioral Health – goal is improve our core measures by doing audits on advanced directives. Since audits began the team has noticed a significant decline in incomplete records. The team has reviewed the HBP 1 elements and clarified roles and responsibilities between nursing and case management team members.

We’re Kind of a Big Deal: Level II Pediatric Trauma Center

Recently our Trauma Center at BUMCT underwent a months-long survey by the American College of Surgeons to become accredited as a Level II Pediatric Trauma Center. The survey and site visit went very well, and we received official verification this fall.

A big thank you to those who worked so tirelessly on our accreditation application, specifically, Andrew Tang, MD, associate professor of Surgery and medical director of the BUMCT Trauma Center; Marion C. W. Henry, MD associate professor of Surgery and Pediatrics; and Lucinda Gibrins, pediatric trauma coordinator.
Verification by the ACS as a Level II Trauma Center is huge accomplishment, awarded only to those trauma centers who demonstrate compliance with the highest standards in the country for the care of pediatric trauma patients.

We’re looking forward to celebrating with all but wanted to acknowledge the entire team who shepherded us through the rigorous verification process and who save the lives of Southern Arizona children and adults every day in our Trauma Center.

Physician & Provider Star Ratings Launch Nov. 1st

As part of Banner’s mission to make healthcare easier, beginning November 1st Sofia will see publicly-issued physician and provider five-star ratings on Bannerhealth.com's Find a Doctor feature.

- BMG and BUMG Providers with 30 or more recorded inMoment surveys from patient encounters will have ratings displayed
- Based on question 10 of inMoment surveys- Likelihood to Recommend
- Ratings updated quarterly and will be communicated to providers who have reached 30 surveys
- Resources available for help understanding and improving ratings
- Easier for Sofia to navigate healthcare decisions for herself and her family
- Please review the FAQs to learn more

Questions about this new feature can be directed to BHHDoctorQuestions@bannerhealth.com

Readers’ Choice: BUMCTS Named Best Behavioral Health Facility

We are proud to report that Tucson newspaper readers voted BUMCTS the ‘Best Behavioral Health Facility’ in the city. And Banner - UMC Tucson won the Reader Favorite awards in the contest for ‘Best Hospital’ and ‘Best Emergency Room’ in Tucson.

Congratulations to all who made these honors possible. Your work is making a positive difference in our community and your Tucson neighbors recognize it.

Coming Soon: Tap and Go!

- Tap and Go will be launching in a multi-wave pilot in Tucson.
- It provides ease of access by allowing staff to gain automatic access to several applications including Cerner, Outlook Web, Kronos, OTTR, MOSAIQ, ProVation, NextGen and Dragon by tapping their badge to a workstation.
- Keep an eye out for an email with more details! So far, Tap and Go has rolled out to 4NE, D3N, 3E, 7W D2W, 5W, D3W & 4NW*
- Next go-live: week of 11/13 to 3NE, 3NW, 4W, 5E, 6E, CDU and D2N
- Check out the Tap and Go resource page for the inside scoop.

Helping Our Customers Be Their Healthiest

BUMD Welcomes PCPs, Specialists to Green Valley & FCM
*Patricia Estep, CFNP, Family Medicine nurse practitioner
Kapil Lotun, MD, Cardiologist and UA professor of Medicine
Ranjith Shetty, MD, Cardiologist and UA assistant professor of Medicine
Craig Weinkauf, MD, PhD, Vascular surgeon and UA assistant professor of Surgery
David Tzou, MD, Urologist and UA assistant professor of Surgery
Allison Rottman, DPM, Podiatrists and UA clinical assistant professor of Surgery
Shana Semmens, MD, Family medicine and UA assistant professor

*Hope Goodman, DNP, Family Medicine nurse practitioner
John Heusinkveld, MD, Gynecology and Urogynecology
James McClanathan, MD, General Surgery
Kelly Stevens, FNP, Family Medicine nurse practitioner
Bruce Stewart, MD, Otolaryngology
Hannah Tiu, MD, Nephrology
Gerald Wolff, MD, Cardiology
Jeffrey Maudlin, MD, Primary care physician
Vlad Sauciuc, DPM, Podiatrists and UA clinical assistant professor of Surgery

Growing Our Reach & Impact

**Ira A. Fulton Endows First Chair at BUMCP**

Arizona homebuilder, businessman and philanthropist Mr. Ira A. Fulton has endowed the Ira A. Fulton Chair in Bariatric Surgery and Metabolic Disorders with a $2 million charitable gift to the Banner Health Foundation. This is the first endowed chair to be established at Banner – University Medical Center Phoenix. Robin P. Blackstone, MD, FACS, FASMSB, has been appointed the Fulton Chair. As chief of bariatric and metabolic surgery at Banner – University Medical Center Phoenix, Dr. Blackstone leads the multidisciplinary team at the Obesity and Bariatric Surgery Center. Dr. Blackstone has performed approximately 5,000 bariatric surgeries over 15 years since first establishing her practice, one of the first institutions in the United States to be recognized as a Center of Excellence by the American Society of Metabolic and Bariatric Surgery.

Endowed chairs are one of the highest forms of recognition for physicians. These prestigious appointments help to attract, reward and retain distinguished faculty of national and international reputation. Mr. Fulton hopes his gift inspires others to support endowed chairs and other advancements in medicine in Arizona. Likewise, the Banner – University Medicine leadership hopes for the same kind of endowed chair for its many other Institutes and Centers specializing in Transplant, Digestive, Heart, Women’s, Lung, Neuroscience, Sleep Disorders, Endocrine, Orthopedic and Spine, Head and Neck, Trauma and Critical Care, Rehabilitation Wound and Reconstruction, and Urology.

**Watch Us Grow: Construction Updates!**

**BUMCP**
- New Sickle Cell, DES and expanded Infusion space, and is in full swing for the Endoscopy Expansion
- Steel beams have gone up at the new Banner MD Anderson Cancer Center – Phoenix site
- Sleep Center’s new location (next to the 755 Institutes)
- Tower 1, nearly all furniture, artwork and IT equipment has been placed and the medical equipment is being tagged and tested at a rapid pace.

**BUMCT**
- MICU (7NS) Construction Turnover on Oct. 3
- Now conducting tours for college of nursing students
- Department scavenger hunts to begin in October – more details to come
We’re Pausing to Make Cerner Even Better

For the past several months, the focus of Project Lightspeed has been on improving stability, performance and functionality of Banner’s Cerner system. Based upon your recommendations, we have worked throughout the summer to release and deploy hundreds of workflow updates and enhancements, all designed to help you provide excellent patient care.

Beginning Nov. 1, we’re hitting the pause button. This pause will give you a change-free window of time to become more familiar with the updated Project Lightspeed functionality. Banner IT and Informatics teams will have time to prepare for our technology transition to our new cloud-based Cerner services on Nov. 29. Our IT teams are working now toward several scheduled milestones to review Go-Live readiness. Stay tuned in the coming weeks for preparation tips, plus other information on how we’ll work together to get ready. In the meanwhile, be sure to access these resources for additional assistance.

- Visit eCoach on the Cerner dashboard
- Schedule an at-the-elbow training session with one of the facility/clinic-based Clinical Informatics team members
- Start a Chat-EHR Help session with an RN Clinical Service Desk agent directly from your Cerner dashboard
- Check out the Cerner Resource Center
- Download info about Cerner RHO: Go-Live Nov. 29

Engaging and Inspiring Our People

Thank YOU: We are Better Together!

We’d like to thank everyone who supported the 10th anniversary Better Together employee giving campaign. As Peter announced earlier this month, we exceeded our fundraising goal with over $1,762,000 raised.

Of that 1.8 million, BUMD was able to bring in $246,658 fundraising dollars, which is incredible! Whether you gave $1 or $100 or donated your time, your contribution is valued and from the bottom of our hearts we thank you for making this year’s campaign such a success.

Clinical Ladder Approved for Academic Division

We are pleased to share that the clinical ladder program has been extended in the academic medical centers: BUMCP, BUMCT and BUMCS! This is very exciting news and demonstrates our commitment to recognize our professional nurses for their contributions to professional practice, improved patient outcomes, and to our community at large. Work is underway to review the application process with the intention of making the experience easier and more streamlined. More communication will be released on an upcoming application cycle.

Banner – University Medicine Division recognized as Best Employer for New Graduates 2018

Forbes released its “Best Employers for New Grads” ranking with companies such as Adobe systems and Google included. There were 20 hospitals included among the 250 companies selected. In the hospital list, we ranked No. 2. Organizations were rated on criteria such as working conditions, salary and how likely they’d be to recommend their employer to others. Read more about this exciting accolade in the Forbes article.
Open Enrollment is Right Around the Corner

While detailed information will be provided to you the week of Oct. 15, here are the top 5 things you should know about your 2019 benefits:

1. You spoke, we listened! Changes in 2019 will include:
   - No increases for 2019 medical premiums!
   - Decreased dental premiums on the Value and Premier plans
   - You’re no longer required to designate a contracted Primary Care Physician (PCP) for the Banner Choice Plus plan or get specialist referrals from your PCP
   - Behavioral Health, transplant and chiropractic services will all be included with the medical plan
   - Chiropractic/acupuncture/naturopathic coverage will increase from 20 to 25 visits

2. Happy with your current elections? They will roll over into 2019
   - While we encourage everyone review their benefit offerings, enrollment is not required to maintain your current coverage and dependents
   - You must set your FSA and HSA contribution amounts for 2019 or they will default to $0

3. Free money in your pocket
   - If you enroll in either the Value or Premier Plan for 2019, Banner will contribute to your Health Savings Account
   - If you elect the Value Plan, Banner will contribute $300 for individual coverage and $600 for family coverage
   - If you choose the Premier Plan, Banner will contribute $450 for individual coverage and $900 for family coverage
   - Contributions are made in two parts and will be funded, half in January and half in July

4. We have a streamlined enrollment process and tools to help
   - When you enroll beginning on Oct. 29, you’ll have the opportunity to use the Ask Emma tool to identify the best, most cost-effective plan for you
   - Enroll through MyHR

5. Enrollment is coming soon
   - Mark your calendar for Oct. 29 – Nov. 9, 2018.
   - These dates are your only opportunity to change your benefits elections for 2019 unless you experience a qualifying life event, such as having a baby or getting married.

Welcome to Banner – Chad Whelan, MD

On behalf of the academic division we’d like to give a warm welcome to Chad Whelan, MD CEO of Banner – University Medicine Tucson. He will report directly to Larry Goldberg, president, Banner – University Medicine Division and work closely with Sarah Frost, Steve Narang, MD and several other BUMD leaders. We're all looking forward to working with you, Chad and again, welcome to the team!