Perfecting The Customer Experience

Coming to Tucson: World-Class Care Model of Banner Alzheimer’s Institute

Having established a new standard of care for patients and caregivers dealing with Alzheimer’s disease and related dementias, Banner Alzheimer’s Institute (BAI) and The University of Arizona are now combining their expertise in dementia care for the benefit of Tucson and Southern Arizona residents. As with the inception of BAI in Phoenix in 2006, this expansion relies on significant philanthropic support. We are grateful to the Toole family for making a significant lead gift to make BAI – Tucson a reality. Now, to help the Banner Alzheimer’s Foundation to reach the campaign’s finish line, its founding board chairman, Jerre Stead, and his wife, Mary Joy, are matching every $5 gift to the BAI Stead Family Matching Challenge with $1.

Philanthropic support is critical because caring for an Alzheimer’s patient costs three times that of a patient without dementia—most of it not reimbursable by insurance. In addition to patient care, BAI offers a range of supportive services, educational programs and community outreach—all designed to treat the physical, psychological, emotional and spiritual aspects of the disease for patients and their care partners.

How can you help? You can direct your Better Together campaign donation to this program by selecting “Banner Alzheimer’s Institute Memory Center in Southern AZ” on the pledge form or online donation form. Your gift will be matched by the Stead family! You can also refer any patients interested in supporting this worthy endeavor or anyone with general questions to Hazel Richards with the Banner Alzheimer’s Foundation at hazel.richards@bannerhealth.com or 602-747-4468.

Helping Our Customers Be Their Healthiest

Our Relentless Improvement Journey at Banner

Relentless improvement means taking action that influences and motivates others! As our teams in Phoenix and Tucson take on improving care delivery for Sofia – making receiving care more timely, efficient and effective, we're ALL IN when it comes to relentless improvement. This care transformation leads us to an intersection where financial, operational, and clinical quality goals meet to support Banner’s customer obsessed culture. Here are some project updates from our teams:
BUMCP

- Philosophy—Improving efficiency and effectiveness is not the job of just one department or person; these improvements are achieved by a village. It’s this unique culture of “Relentless Improvement” that will continue to set a strong foundation for all future accomplishments.
- Despite challenges in these areas to start the year – relentless improvement efforts led by our Care Transformation Team have contributed to a 15% reduction in average patient length of stay since March, significant reductions in supply expenses per admission and procedural case as well as an increased practice of using data to reduce variation in care.

BUMCT/S

- To reduce imaging turnaround times, we’ve focused on getting MRI Rooms up and running and staff relocated to meet demand
- When it comes to ED discharge timeliness we’re implementing care cards which will clearly lay out what to expect in the ED. Managing the customer’s expectations around the ED patient flow will alleviate confusion and ease their minds that we’re all working together to provide excellent patient care.
- Concierge binders are now in all 3NE patient rooms! This will help us improve courtesy and respect key drivers on 3NE by 3%.

Growing Our Reach & Impact

Reminder: Provider Ratings Going Public Soon

Banner continues to make improvements to make life easier for customers like Sofia. As a reminder, provider star ratings will be shown on ‘the find a provider tool’ online with a tentative go-live date of Nov. 1. The provider ratings feature allows Banner to determine star ratings for providers based on verified InMoment surveys sent to patients they’ve seen. Star ratings are based on one specific statement:

I would recommend the provider (e.g. doctor, physician assistant, nurse practitioner) to my family and friends. Our goal is to have our publicly reported ratings reflect positively on you and your team. Each quarter ratings will be updated for each provider with at least 30 surveys recorded. Resources will be provided to your teams who can work with you to identify opportunities to improve your ratings as needed.

BUMCP

- We received a certificate of occupancy on the new Support Services Building in August and have started relocating departments. Facility Services, Security and Supply Chain offices are now in their new homes! Look for updates from Security on temporary badging hours as they settle in.
- Tower 2 re-numbering is complete on floors 7 and 10 – more details to come.
- Additional re-numbering activities are taking place to support upcoming training and workflow development sessions in Tower 1 on floors 7 and 10.
BUMCT/S

- Patient room numbering has been finalized and a plan is in place to prepare stakeholders, customers and employees as we begin to re-number and re-name the rest of the facility.
- 8/31 marked the next phase of Elm Street/Ring Road construction and work has transitioned to the South side of Elm and the North side of Ring.
- Diamond Children’s lobby has a new Banner Federal Credit Union ATM – need cash? Don’t we all.
- FAQs resource is now available! Got questions? We’ve got answers. Visit the construction page for more information.

Expanding Pediatrics in Northwest Tucson

BUMD would like to extend a warm welcome to 5 pediatricians and dozens of staff members at Cholla Pediatrics in Northwest Tucson. Banner acquired the long-running and popular private practice at 2167 W. Orange Road in July. After a brief office closure for a quick remodel, we re-opened our doors as Banner University Medical Group Cholla Pediatrics.

Drs. Kevin Concannon, David McHorney, Robert Patton, Bonnie Typlin and Monica Valdes De La Cruz and are all accepting new patients. Call 694-KIDS to make an appointment. This fall, Banner will open a pediatric subspecialty clinic adjacent to the Cholla Pediatrics office to better serve families in Northwest Tucson.

Engaging and Inspiring Our People

Join us! PRIDE Parade Walk, 9/29

The Banner Diversity and Inclusion department has partnered with the Tucson Banner facilities and Tucson PRIDE to ensure a successful PRIDE Parade Walk and you’re all invited. Bring family/friends too! See details, below.

What: Pride Parade Walk
Date: September 29, 2018
Time: Meet/check-in at 9:30 AM./Parade at 11:00 AM
Where: 3130 E. Broadway Rd.(Codac Behavioral Health parking lot)
Dress: First 50 employees to sign up will receive a pride t-shirt

Recent Accolades #Winning

- **MedSun (Medical Product Safety Network)** recognized BUMCT for promoting patient safety with medical devices. What’d we do? Reported a patient safety issue with an Edwards Lifesciences VAMP Catheter which resulted in a Manufacturer Action. We advocate on behalf of our customers and we’re happy to play a role in keeping them safe!
- **The American Heart Association** presented BUMCT/S with the Stroke-Gold Plus Target and Stroke Honor Roll achievement awards for our continued dedication to using evidence-based treatment guidelines when caring for our customers.
Making HR Easier

Need HR, Benefit or Payroll Information? Want to find HR resources, forms or "How to’s?" MyHR is your one-stop shop for HR-related questions and information 24/7. All you need to do is:

- Log in to MyHR
- Search "MyHR Contacts" to find a dedicated page to MyHR Contacts & Resources, or
- Enter any HR, Benefit or Payroll related topic in the search bar, and
- Select a link that suits your needs

If you’ve checked MyHR and still have questions, the team at the MyHR Resource Center is ready to help. The MyHR Resource Center provides additional HR support to Banner leaders and team members. Staffed by HR Resource Center Specialists previously based at facilities around the system, the Center has hubs in Arizona and Colorado and includes team members with more than 30 years of experience at Banner. To contact the MyHR Resource Center Team, reach out:

Online – Use the Ask MyHR link
Phone – (602) 747-MyHR (6947)
Monday-Friday, 7:30a.m. - 4 p.m. AZ time (hours vary)
Email – HRTransactionSupport@BannerHealth.com

Intro to Lean workshop

Get your staff introduced to the Lean Methodology. This 4-hour course consists of instruction and mentoring of process improvement concepts that can help your staff feel engaged and empowered. Next class: Monday, 10/29 from 12:00 to 4:00 p.m. at BUMCTS. Seek approval from your supervisor prior to registering for the class.

For information, please contact Ricardo Castillo at: 520-694-4747 or Ricardo.Castillo@bannerhealth.com

Commit to Learning: Message from Sarah Frost

In the spirit of back to school season, I’d like to take a moment to pause and think about what it means to learn, be a student and to contribute meaningfully to a teaching organization. Within our Academic Medical Division, we have a commitment to innovation, research and action.

Creating a culture of relentless improvement begins with each one of us. As we strive to provide an exceptional experience for our customers, families and staff, we need to see ourselves as learners and adopt a growth mindset – believing that we can grow and change through learning, experience and effort. While working in a fast-paced and ever-changing environment, we often let the fear of failure get in the way of our ability to try something new, embrace feedback, persevere through setbacks and grow. When it comes to our work and the experience we create for our customers through Relentless Improvement, I encourage you to reflect on these questions:

How will I honor the choices of those we care for and serve?
What choices will I make to improve every day?
Is it easy to choose a growth mindset every day?
How can I help with the decisions my organization makes?

I look forward to learning alongside you all. With growth and continual improvement at the forefront of our action, we can achieve greatness together.

Sincerely, Sarah