VOICE Survey Results for BUMG: Looking Up

Thanks to all who participated this summer in Banner Health’s 2016 VOICE Annual Survey, which measures physician and staff engagement in their workplace. This year’s results showed an overall 17 percent increase in engagement across Banner Health.

Among BUMG members, the percentage of respondents who reported feeling “actively engaged” at work increased in all groups this year:

- **BUMG Tucson**: 26 percent, up from 19 percent last year.
- **BUMG Phoenix**: 40 percent, up from 29 percent
- **UA-employed BUMG**: 26 percent, up from 12.5 percent
Here’s how BUMG respondents described their level of engagement:

More results [here](#) and [here](#).

“When you are in the middle of transformation, it’s sometimes difficult to see the progress you have made, but in reality we have come a long way,” said BUMG Senior HR Business Partner Tamera Bhatti. “We will continue to talk with physicians, faculty and employees about ways to engage our teams and improve the work environment, but these are promising results.”

**Crimson Referral System Goes Live Nov. 9**

**Will Streamline Referrals to BUMG Specialists in Tucson**
Banner – University Medical Group has contracted with The Advisory Board to deploy its automated Crimson Medical Referrals system to streamline referrals to BUMG clinic specialists in Tucson.

The Crimson referral system will allow BUMG to better connect with referring physicians, track the referrals coming into our organization and manage response times to those requests. “The process will be much easier and quicker for our referring physicians and will greatly improve access to care,” said Chris Castellano, VP, Delivery Business Development and executive sponsor of the initiative.

Initially, 310 BUMG clinic specialists will be enrolled into the web-based Crimson system. Banner reps will then visit with community physicians to educate them about Crimson and demonstrate how to use it to easily refer patients to university specialists. (There is no charge to referring providers and many community physicians already are familiar with the Crimson software, which was developed in Tucson.)

Kate Schmidt will lead the Crimson implementation in the community and Tracy Goggin will lead the clinical operations implementation. David Neal, MD, is the physician champion and Mark Guillot is the project manager. A full presentation about the new referral system will be made at the next faculty practice meeting.
Charlie Agee, MD, has been named Vice President of Care Management and Chief Medical Officer for Academic Delivery within the Banner – University Medicine Division. The longtime Banner physician leader will oversee quality and safety efforts at BUMG and at our three academic medical centers. “He will join the Banner – University Medical team in their journey to transform academic medicine, expand clinical effectiveness, and support the University of Arizona Colleges of Medicine in attracting and preparing the very best next generation of physician providers,” said Banner Health CMO John Hensing, MD.

Meanwhile, Andy Theodorou, MD, the current Regional CMO for Banner – University Medicine, will move into a new position as Chief Clinical Education Officer for the entire Banner Health system. He will work with College of Medicine deans to ensure that medical students, residents and fellows are fully integrated into Banner Health’s clinical operations. He also will oversee Banner’s clinical education and simulation programs. Dr. Theodorou will continue to play a key role in the joint Banner-UA Precision Health Initiative.

CMS Certification for Lung Transplant Program

Congratulations to BUMG providers in Phoenix and Tucson, whose collaboration over the past 18 months has led to CMS certification for the Adult Lung Transplant Program at Banner – UMC Tucson.

The hospital’s once-active lung transplant program closed and relinquished its CMS certification in 2014. After Banner Health acquired the hospital in 2015, Banner began rebuilding the lung transplant program and submitted an application to CMS for certification following BUMCT’s 10th successful lung transplant. The program underwent a site visit this past spring and late this summer was notified by CMS that the program had met all certification requirements.

The lung program recently transplanted its 16th patient, and currently has three patients on the wait list. The majority of these patients are from outside Tucson, referred to the program by Banner clinicians statewide.
“That is one of the benefits of being part of a large health-care network. Without the Phoenix referrals it would have taken our Tucson program much longer to meet the minimum 10 transplants required by CMS for certification,” explained Deborah Mauer, the statewide transplantation administrator for Banner – University Medicine.

“This hard-won CMS certification is the fruit of wonderful coordination and collaboration among our physicians and clinical staff to develop a care model between BUMCP and BUMCT focused on patient convenience and access,” she said, adding that BUMCP offers pre- and post-lung transplant services to support Phoenix patients.

Scott Lick, MD, is the surgical director of the lung transplant program and Drs. Rajeev Saggar and Steve Knoper are co-medical directors.

Jennifer Morales of Yuma, 18, received a double lung transplant at BUMCT in March 2015. She moved to Tucson last week after being accepted to the UA. “I just feel great,” she said.

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**Next Cerner Demo in Tucson: Oct. 26**

To align with the rest of Banner Health, Banner’s Tucson hospitals and clinics will convert to Cerner EHR in June 2017. To familiarize Tucson staff and providers with Cerner, continuous 20-minute demonstrations will be offered at the following dates and times:

**Oct. 26 (providers)**
Banner – UMC South, La Galeria
11 a.m. – 2 p.m. and 3 – 6 p.m.

Sessions include a high-level overview of Cerner and the patient-care workflow, followed by Q&A. Stop by any time. If you have any questions about the transition to Cerner, please email them to TucsonCernerTransition@bannerhealth.com

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**Don’t Wait -- Flu Shot Deadline is Dec. 5**

Banner Health’s “No Flu For You” policy requires all employees, physicians, volunteers and students to receive a flu shot or have an approved medical or religious exemption by Dec. 5, 2016. Flu shot clinics are scheduled throughout the fall, including:

**Tucson**
Monday, Oct. 24, 10 a.m.-8 p.m., DuVal Auditorium, BUMCT
Tuesday, Oct. 25, 10 a.m.-2 p.m. Behavioral Health Pavilion, 1233 A & B
In addition, you can get a flu shot any weekday between 7:30 a.m. and 6:30 p.m. during flu season in Employee Health at BUMCT.

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**Neuro ICU Opens at BUMCT**

**Welcome Dr. Sankalp Gokhale as New Medical Director**

Banner – UMC Tucson has reopened Unit 5 West as an ICU for neurological patients and recruited neurointensivist **Sankalp Gokhale, MD**, as the unit’s medical director, effective Oct. 1.

Dr. Gokhale joins us from UT Southwestern in Dallas, where he was an assistant professor of neurology and neurotherapeutics and attending neurointensivist at the Zale Lipshy University Hospital and Parkland Hospital.

He received his medical degree from the Seth GS Medical College in Mumbai and completed residencies in internal medicine at the All India Institute of Medical Sciences in New Delhi and at Brown University in Providence, R.I. He then completed a neurology residency at Beth Israel Deaconess Hospital/Harvard Medical School in Boston and a fellowship in neurocritical care from Duke University Hospital in Durham, N.C. He is certified by the American Board of Psychiatry and Neurology and holds neurocritical care certification from the United Council for Neurologic Subspecialties.

He has published more than 35 articles in international journals, presented at numerous international meetings and serves as an expert reviewer for top journals in the field of neurocritical care. His translational stroke and acute brain injury research have received funding from the National Institutes of Health and the American Heart Association.

Plans call for a greatly expanded neuro ICU over the next two years. In addition to serving as the ICU’s medical director and as assistant professor in the UA Departments of Neurology and Anesthesiology, Dr. Gokhale will be the point person for establishing an accredited neuro critical care fellowship training program. Dr. Gokhale plans to pursue an MBA from the UA Eller College of Management and to initiate several quality-improvement projects in the neuro ICU.

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**Patient Experience: A Focus on Compassion**
Compassion is the theme of Banner Health’s Patient Experience (PX) initiative this quarter, and all 50,000 Banner Health employees are being encouraged to take a deep dive into the PX interactive tool on the Banner employee website to explore how to be more compassionate as individuals and as members of a work team.

Each quarter Banner Health highlights a core behavior to foster across its 29 hospitals in seven states. “These small steps help create a better work culture for us and a better experience for our patients,” said Tucson Patient Experience Consultant Ginny Bonner in introducing this quarter’s theme to BUMCTS leaders this week.

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**Mark Your Calendar: Dec. 10**

**Banner Bon Santé Ball to Benefit Academic Medicine**

All BUMG providers are cordially invited to attend a gala evening benefiting academic medicine from 6-11 p.m. Saturday, Dec. 10, at The Phoenician resort in Scottsdale when the Banner Health Foundation hosts the Banner Bon Santé Ball, successor to last year’s Candlelight Capers event.

The Bon Santé Ball promises to be an elegant evening of cocktails, dinner, dancing and an appearance by Bennet Omalu, MD, the neuropathologist portrayed by actor Will Smith in the 2015 film *Concussion*. Tickets are $500 or $5,000 per table. To reserve a table for 10 or inquire about sponsorship opportunities, please email BonSante@bannerhealth.com or call 602-747-4654.
Update from UA College of Medicine – Phoenix

‘Memorandum of Collaboration’ with COM in Liberia
Joseph Boakai, Sr., vice president of the Republic of Liberia (center, blue tie), signed a Memorandum of Collaboration with the University of Arizona Monday as a first step toward developing programs that could send UA-trained health professionals to the west African nation.

Liberia, which has fewer than 50 physicians for a population of 4.1 million, is rebuilding a health infrastructure decimated by civil war and Ebola. The memorandum between the UA and the A.M. Dogliotti College of Medicine at the University of Liberia outlines collaborative strategies to support the country’s rebuilding efforts.

Update from UA College of Medicine – Tucson

2016 Health Professions Diversity Award

The University of Arizona College of Medicine – Tucson has been honored with INSIGHT Into Diversity magazine’s 2016 Health Professions Higher Education Excellence in Diversity (HEED) Award for its commitment to diversity and inclusion in the health professions. INSIGHT Into Diversity is the oldest and largest diversity-focused publication in higher education.
Diversity is important in training future physicians and medical leaders. It’s been shown that patients treated by physicians who share their culture and language have better outcomes. The College has a number of programs in place to encourage and support increasing diversity for the student body, staff and faculty members to better reflect – and treat – the populations they serve. Read more

Coming Up

‘Prediction and Prevention of Sudden Cardiac Death in the Young’

Noted pediatric cardiologist Michael J. Ackerman, MD, PhD, will be the inaugural speaker Nov. 3 at the public Andra Heart Speaker Series sponsored by Banner – UMC Tucson and the Andra Heart Foundation.

Thursday, Nov. 3, at the Fox Tucson Theater, 17 W. Congress St.
6 p.m. free dinner buffet, 7 p.m. program

Dr. Ackerman is director of the Mayo Clinic's Long QT Syndrome/Genetic Heart Rhythm Clinic and the Windland Smith Rice Sudden Death Genomics Laboratory in Rochester, Minn. He is the president of the Sudden Arrhythmia Death Syndromes Foundation and the author of more than 400 articles and chapters on cardiac channelopathies, hypertrophic cardiomyopathy and sudden cardiac death in the young.

Register: https://sable.godaddy.com/c/81760?id=6.10.1.79bd1c094d1a7c1d69a41fe01e67d855

Dr. Ackerman also will present a Cardiology Grand Rounds in the University of Arizona Sarver Heart Center, stay tuned for details.
BUMG Physicians in the News

**Hospital Stays Can Bring on Sudden, Usually Temporary, Signs of Dementia**
Drs. Christian Bime, Mindy Fain and Ole Thienhaus of BUMCTS

**Taking the Fear out of ENT Procedures in the ED**
Dr. Teresa Wu, BUMCP

**Hidden Dangers of Pokeman Go**
Drs. David Armstrong and Bellal Joseph, BUMCT

**Doctors: More Research Needed to Rid California, Arizona of Valley Fever**
Dr. John Galgiani, director of UA Valley Fever Center of Excellence

**Talking Medicine: 5 Surgeons Lead Green Valley Symposium**
Drs. Marlon Guerrero, Taylor Riall, James McClenathan, Robert Harland, David Neal