

Banner – University Medicine Division

Our House: Connect • Align • Recognize • Empower



In this issue:

- ePrescribe, Pg. 2
- Construction Updates, Pg. 2
- Global Emergency Care, Pg. 3



Banner
University Medical Center

Perfecting The Customer Experience

At Banner, we're constantly asking ourselves how we can perfect the customer experience for Sofia. Did you know that BUMCTS is working on a series of operational excellence projects? We'll be updating you with project news and operational wins as we move forward. At a high level, here's what we are focused on now:

- Patient Flow – Inpatient Discharge Timeliness, Imaging Turnaround Times, ED Discharge Timeliness
- Patient Experience – Registration and Courtesy, Respect & Understanding Self Care
- Employee Experience – Staff Engagement

Ideas about how things can be further improved? Reach out to Ricardo.Castillo@Bannerhealth.com



Helping Our Customers Be Their Healthiest

This month, the 29th annual Southwest Regional Trauma Conference was held in Tucson. Leaders from BUMCT and the University of Arizona College of Medicine were able to gather a record number of 557 participants from all over AZ as well as NV, CA, CO and NM. Conference content focused on the trauma care journey from pre-hospitalization to recovery. Nationally recognized speakers touched on topics ranging from disaster management and human trafficking to care giver resilience and pediatric transport.

Prescribers: Learn how Arizona law affects you

On Jan. 1, 2019, all medical practitioners in Arizona licensed under Title 32 and who possess a DEA license must electronically prescribe schedule II controlled substances. Dispensing pharmacies, including those in an outpatient setting, will also have to comply to this rule. Banner wants to make this a smooth transition for our providers and prescribers, so we are working with IT, onsite support, education, informatics, and vendors to ensure the required foundational software is in place and to ensure the face to face registration is as easy as possible for prescribers and pharmacists.

- If you're a prescriber in Arizona and are not enrolled to ePrescribe regular, non-controlled substances, Banner IT teams are auto-registering you to prepare for the upcoming Jan. 1, 2019 deadline.
- You (and your Practice Manager and/or Med Staff Services Director) will receive a direct communication to notify you when Enrollment Supervisors will be visiting your clinic or facility to do the face to face second factor enrollment
- If you have a smartphone, download the Imprivata ID app prior to your face to face enrollment date to expedite the process

Growing Our Reach & Impact

BUMCT Construction Update: Here's the skinny on Tucson construction! In early Sept. the 8th floor EW will be turned over to Banner, steel beams are going up in the pavilion as we speak, permanent doors between Diamond towers one and two are in progress, renovation phases are under design and ongoing, additional build meetings are happening to plan for the recently approved capital and phase one of the ED will be done soon. We're rocking & rolling. Check out the intranet page for more information, photos and first-look videos.

BMDACCP Construction Update: Yep! BMDACCP is an acronym. What does it stand for? Banner MD Anderson Cancer Center and it'll be coming soon to BUMCP. The new building will consolidate radiation oncology, medical/surgical oncology & infusion therapy on to the first floor. The building has been designed as a 3-story structure with the top 2 floors reserved for future volume growth. Want the inside scoop? Check out our brand new landing page on the intranet. Just like BUMCT's page you can get sneak peak at photos and what's to come!



Philanthropic support paves the way for an inspiring renovation at BUMCP – we heart our donors!

A new & improved Cardiopulmonary Rehab Gym at BUMCP will open soon, welcoming patients five days a week. The renovation and expanded hours are possible thanks to charitable gifts made to the Banner Health Foundation from generous donors, including the Alberta B. Farrington Foundation, Cavanaugh Law Firm, Boston Scientific, Banner Health employees and community supporters. Previously, the gym served only cardiac patients three days a week. Tears! We heart you.

Renovations included new sport court flooring, upgraded exercise equipment – and when we say upgraded, we mean it. Some of the equipment was over 20 years old. No joke. Additionally, two giant television screens that display heart rhythms and pulmonary oxygen saturation “pulse ox” and new education and intake rooms. The updates help more patients receive the very best care and rehabilitation in a bright, contemporary facility. “This is an investment in wellness,” says Marcelle Trombley, an exercise physiologist and cardiac rehab supervisor.

Stay tuned for news of more partnerships between the Banner – University Medicine division and the Foundation in future issues. And, check out how giving drives initiatives, outcomes and improvements throughout the Banner Health system by visiting www.bannerhealthfoundation.org.



Engaging and Inspiring Our People

Global Emergency Care (GEC) is a 501c3 organization dedicated to making lifesaving medical care available to all Ugandans. Every year, thousands of people in Uganda die needlessly because they don't have access to adequate emergency care. In a country that currently lacks any Ugandan-trained emergency care physicians, many are dying from easily treatable conditions such as diarrhea, pneumonia and malaria. GEC saves lives by teaching healthcare providers how to recognize and treat these illnesses and injuries quickly and effectively. Many of our very own faculty/staff and post-grad residents volunteer their time to help the cause! Let's thank our current and past volunteers for their amazing work and selfless dedication to a noble cause.

Faculty/Staff

- Bradley Dreifuss
- Lori Stolz
- Uwe Stolz
- Nicola Baker
- Denise Roe
- Kathylynn Saboda

Post-Grad Residents

- Gregory Gaskin
- Josh Hoxea
- Sarah Hoxea
- Emily Grover
- Nicolas Hawbaker
- Ben Ruffatto
- Matthew Kostura
- Colin Crowe



Addressing physician burnout at Banner

Physicians play a very important role within our organization. Our physicians are the heart of Banner and the core of everything we do. At the December 2017 Banner Health Board of Directors meeting, Dr. Bessel presented on physician burnout and shared with the board national trends of this issue, the impact on physicians' well-being and the health care industry, and the current state of physician engagement at Banner. At this meeting, we made a commitment to address this critical issue to make working in health care easier, so our physicians' lives can be better. As a result, Banner is launching a focused effort to improve our physicians' well-being. As part of this commitment, we launched a multi-year strategy to reduce physician burnout at Banner. This plan includes the following:

- Measuring physician burnout on an annual basis
- Adopting the Swensen Model to approach physician burnout from a holistic perspective
- Continuing, aligning, and accelerating the existing work addressing burnout. Work is underway within BMG, BUMG, and BUCs via a number of initiatives including the creation of a new physician HR team, restructured leadership and communications, projects to reduce the administrative burden and better support physicians
- Creating a physician burnout team including physician leaders from each region/division

How can I take the survey? Beginning this year, as part of our annual VOICE survey, all employed physicians and APPs will have the opportunity to complete the Maslach Burnout Inventory survey. The industry standard survey takes 5-10 minutes to complete is completely confidential, evidence based and will measure and assess the current state of physician burnout at Banner.

401k True-Up Match

Interested in an extra benefit to your retirement dollars? In support of Banner's MyWell-Being initiative, we now offer a true-up enhancement to our 401(k) retirement plan administered by Fidelity.

- A potential opportunity for team members to take full advantage of employer matching contributions under our 401(k) plan



- Permits team members to receive employer matches they might've otherwise missed, either because of front-loading their 401(k) or spreading contributions out unevenly during the year.
- The change is effective for the 2018 plan year; any applicable true-up contributions would be payable in Q1 2019.
- Starting in January 2019, Banner will evaluate a team member's earnings and contributions from the prior calendar year and determine what the employer match would've been had the calculation been done on a full-year basis rather than by pay period. Banner will make a true-up matching contribution to reconcile the difference for those team members that meet certain eligibility and timing requirements.
- If you're a Banner employed provider and would like to learn more, please visit MyHR.

A message from Scott Goodwin, CEO of Banner – University Medical Group



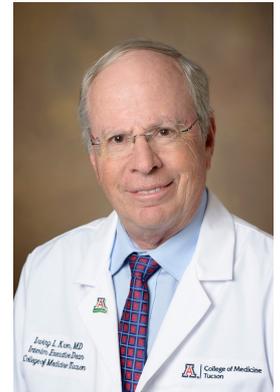
Scott Goodwin

We're taking a new approach with our newsletter. We're partnering with BUMD to create one newsletter for both providers and team members. Our goal is to streamline the process to provide you with the most relevant information. As always, I'm open to your feedback and ideas to help us continue making improvements. I hope you've enjoyed your summer and look forward to a successful last quarter.

Best,
Scott Goodwin, MD MBA FSIR
CEO of Banner – University Medical Group

A Message from Dr. Kron, Interim Executive Dean of COM-T

Let me start by introducing myself. My name is Irv Kron and I am the new Interim Executive Dean of the University of Arizona College of Medicine – Tucson. Before relocating to Tucson, I was based in Charlottesville, Virginia at the University of Virginia. There I served as chair of the Department of Surgery and remained an active clinician as a cardiothoracic surgeon. I plan to maintain a clinical role here at Banner – University Medical Center as well. As you may have noticed, the University of Arizona Health Sciences and Banner Health are in the midst of change.



Dr. Irv Kron

This year alone we gained a new Senior Vice President, Michael Dake, MD, and a new leader of the Banner – University Medicine Division, Larry Goldberg. Now, you've been thrown another curveball: me. I will be the first to note that, despite all this change and disruption, the partnership between our two organizations remains strong. I look forward to the many victories ahead when the dust has settled. Over the next several months, I'll be working closely with Banner Health leadership and departmental chairs and faculty to push us even further.

Over the next several months, I'll be working closely with Banner Health leadership and departmental chairs and faculty to push us even further. I am eager for the small victories – what we can easily implement now that will make this environment better for all. I am excited to be here at the College of Medicine – Tucson. The University of Arizona is a world leader in innovation and invention thanks to many of the faculty and staff located right here in our college and clinics. I look forward to working with each of you. If you have any questions or concerns, my door is always open.

Sincerely,
Irving L. Kron, MD
Interim Executive Dean,
College of Medicine – Tucson
Senior Associate Vice
President, UA Health Sciences
Professor, Department of
Surgery