



PRACTICING

EXCELLENCE

CONNECT 2022

UNIFY, COACH, CONNECT

PARTNER SHOWCASE

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PARTNER SHOWCASE: SAMARITAN MEDICAL GROUP



Samaritan
Medical Group



Samaritan
Medical Group

SAMARITAN MEDICAL GROUP PROJECT TEAM



BRENT GODEK, MD
Senior Medical Director
Medical Specialties Division



WING CHAN, MHA, FACHE
Associate Vice President
Professional Services



MCKENZIE LITTERELL
Administrative Assistant
Project Manager



JACQUI CLARK
Program Manager
Professional Services

PRACTICING
EXCELLENCE



Samaritan
Medical Group

MISSION

Building Healthier Communities Together

VISION

Serving our communities with PRIDE

VALUES

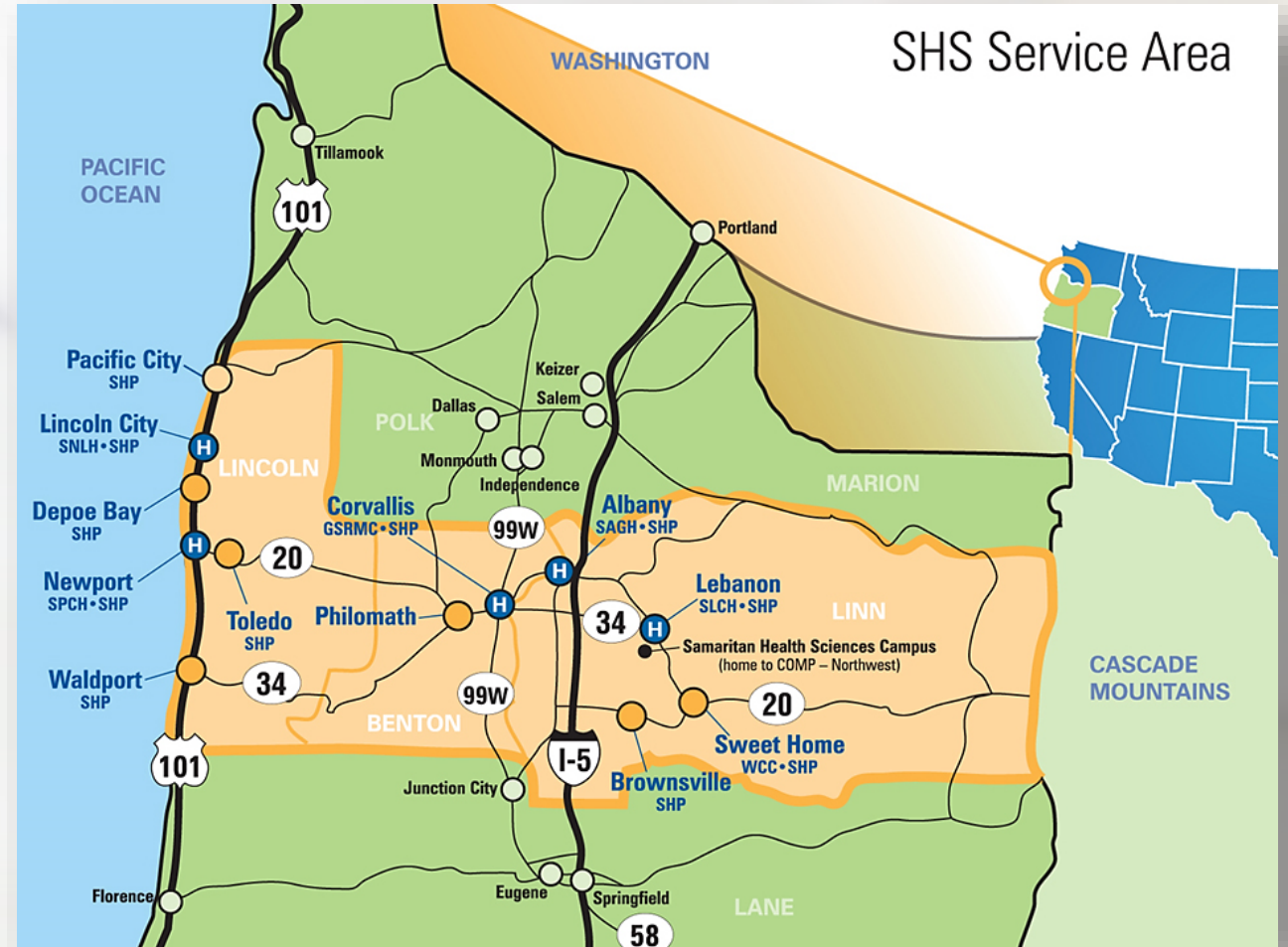
Passion – give your best, every day

Respect – treat all with dignity & courtesy

Integrity – do the right thing

Dedication – whatever it takes

Excellence – go above and beyond





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SAMARITAN MEDICAL GROUP AT-A-GLANCE

Our People

- 5,800+ system employees
- 850 medical group employees
- 500 employed health care practitioners

Our System

- Non-profit
- Integrated Delivery System

Our Facilities

- Five acute care hospitals
 - Tertiary hospital & level II trauma
 - Community-based hospital
 - Three critical access hospitals
- Over 80 total clinic locations
 - Urgent care/walk-in clinics
 - SamCare Express (2 locations)



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THE FOUNDATION OF THE SMG CULTURE

Samaritan Medical Group Culture



Samaritan
Health Services

Passion
Respect
Integrity
Dedication
Excellence



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Clinician-led, patient-centric
Market-based
Equitable
National Best Practices
Commitment to Wellness
Sustainable

High Reliability Organization / Commitment to Zero Harm

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WE ARE THE GUARDIANS OF THE CULTURE AND OUTCOMES





FORMATION OF SAMARITAN MEDICAL GROUP

Fall 2018

System Board
endorses unification
of clinician
enterprise



Early 2019

Work began to assess
medical group
structure and
function



Feb 2019

Formed Guiding
Coalition of
Clinicians

July 2019

Launched clinician
governance
structure



April 2020

Formalized dyad
leadership
structure



Cultural Development through:

- Clinician-Driven Leadership
- Governance and Management
- Operational work streams



SAMARITAN MEDICAL GROUP DEVELOPMENT

2019-2020 Standing up the Medical Group

- Establishing a group culture
- Governance & management structure
- Guiding principles
- Market-based, equitable policies and plans
- New employment agreements
- Responding to challenges – COVID-19; labor crisis



2022- SMG 2.0

Things we know we will focus on:

- Refinement and reinforcement of the *CULTURE*
- Commitment to and enhancement of our operating system – *High Reliability Organization*
- Focus on clinician wellness
- Strategic Development
 - Define our priorities/roadmap
 - Governance refinement

A rowing team is shown from behind, rowing a long boat on a calm lake. The sun is low on the horizon, creating a warm, golden glow and reflecting off the water's surface. The background shows a distant shoreline with trees and a few buildings. The text "OUR FOCUS..." is in orange, and "IT'S A TEAM SPORT" is in large, bold black letters, both centered over the image.

OUR FOCUS... IT'S A TEAM SPORT



OUR FOCUS...

CASTING A WIDE NET



OUR FOCUS...

WE NEEDED A TOOL

MISSION

Building Healthier
Communities Together

VISION

Serving Our
Communities
with **PRIDE**

VALUES

Passion
Respect
Integrity
Dedication
Excellence



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Practicing
PRIDE



INTEGRATING CEP...

Implementation | Communication | Reporting



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GETTING CREATIVE

Practicing PRIDE TAKE 5... Samaritan Medical Group

minutes to activate your Practicing PRIDE account in the CEP web browser

the ore

Play

Download the Clinician Experience Project App on your mobile device
Open your mobile device camera and hover over the QR code to link to the CEP web site OR
Search "Practicing Excellence" in the Apple App Store for iPhone users or the Google Play store for Android users and download mobile application

Access Clinician Experience Project through a web browser by typing the URL into the search bar: <https://app.practicingexcellence.com/>

Use your SHS email to sign up
Enter program code 'WelcomeSMG' to join

Activate your account by 4/4/2022 to be entered to win a Practicing PRIDE gift basket



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GETTING CREATIVE

This Week's Tips

Overcoming Medical Programming Tip #1: The Good Things

- Acknowledge the dissonance that occurs when your daily practice doesn't match how you envisioned your career
- Review two key reminders for creating and recognizing good moments



Wellbeing Wally Says:

Join the Wellbeing Program with the Join Code SMGWell and then send a screenshot of your programs list to PracticingPRIDE@samhealth.org

Hint: To find all the programs you have joined navigate to your "progress" tab and screenshot the programs listed under "Select Program"

A crystal ball sits atop a weathered wooden post. The crystal ball is in sharp focus, reflecting a clear blue sky and a rugged, rocky mountain peak. The background is a blurred landscape with more rocks and a clear sky, creating a sense of depth. The text is overlaid on a semi-transparent white band across the middle of the image.

KEEP IT SIMPLE...
HAVE THE RIGHT FOCUS

A top-down view of several people's arms and hands reaching towards the center, stacked on top of each other in a celebratory huddle. The individuals have various skin tones, including light, medium, and dark. Some are wearing accessories like a black sports watch, a silver metal bracelet, and several beaded bracelets. The background is a light-colored wooden floor. A semi-transparent white horizontal band is overlaid across the middle of the image, containing the main text.

CELEBRATING THE WINS...



SAMARITAN MEDICAL GROUP 2022 Engagement Data

App Downloads:
1,129 Users

Coaching Tips Watched:
24,161 Videos

Data represents first six months of engagement (April – October 2022)



SAMARITAN MEDICAL GROUP ENGAGED CLINICIANS

Ambulatory Patient Experience
Certification Completion

81%

Hospital Medicine Patient Experience
Certification Completion

77%



EARLY WINS THUS FAR...

PRESS GANEY **CLINICIAN IMPROVEMENT**

- ↑ Patient's Confidence in CP
- ↑ CP Discuss Treatments
- ↑ Likelihood of Recommending CP



EARLY WINS THUS FAR...

PRESS GANEY **TEAM IMPROVEMENT**

- ↑ Med Practice Overall
- ↑ Staff Worked Well Together to Care for You
- ↑ Likelihood of Recommending



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THIS CERTIFICATE IS PROUDLY PRESENTED TO

David Simmons, MD

This is to certify that David Simmons, MD has successfully achieved the *Practicing Excellence Patient Experience Certification* as part of Samaritan Medical Group's Practicing PRIDE program. This achievement signifies a commitment to enhancing the patient experience in support of Samaritan's mission of building healthier communities together.

October 14th, 2022

A handwritten signature in black ink, appearing to read "Beeson MD".

Steve Beeson, MD | Practicing Excellence

A handwritten signature in black ink, appearing to read "B. Godek".

Brent Godek, MD | Samaritan Medical Group

A handwritten signature in black ink, appearing to read "W. Chan".

Wing K. Chan, MHA, FACHE | Samaritan Medical Group

A group of people in a meeting, with one person holding a tablet displaying a line graph. The background is blurred, showing other people in business attire. A semi-transparent white banner is overlaid across the middle of the image.

IMPACT STORY...

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THE IMPACT ON OUR TEAM...



“I have enjoyed the opportunity to contribute to the cultural development of our medical group, not just with physicians, but with entire teams.”

“It is refreshing to work on something different.. bring an element of fun and creativity into everyone’s work.”



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THE IMPACT ON OUR TEAM...



"I was new when we started this and expressed interest in Project Management. I have grown more this year than my entire time at Samaritan Medical Group."

"I appreciate the opportunity to provide a program that facilitates engagement and helps address common issues experienced by clinical workers on a daily basis."





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WHAT'S NEXT?

1. **Global:** Well-Being Program through end of 2022
2. **Global:** Advanced Patient Experience Certification Program in 2023
3. **Local:** Leadership Program aligned with leadership initiatives for all leaders in 2023

1. Don't let the haters drag you down.
2. Have a little patience- it's like finding a shooting star.
3. Keep it simple – KISS principle.
4. Having leadership buy-in is key to success.
5. Many hands make light work.

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PARTNER SHOWCASE: COREWELL HEALTH



Corewell
HealthTM



COREWELL HEALTH PROJECT TEAM



BEN BUSMAN, DO, FACOI
Section Chief Physician
Acute Care Hospitalist



CYNTHIA GARDINER, BSN, MBA, CPXP
System Manager
Department of Quality, Safety, and Experience



MOLLY SCHMID, ACMPE
Lead Improvement Specialist
Patient Experience

OUR TEAM





**Corewell
Health™**

MISSION

Improve health, instill humanity, and inspire hope.

VISION

A future where health is simple, affordable, equitable, and exceptional.

VALUES

- Compassion
- Collaboration
- Clarity
- Curiosity
- Courage

AT OUR CORE

We are here to help people be well so they can live their healthiest life possible.

COREWELL HEALTH AT-A-GLANCE

Our People

- 60,000+ team members
- 11,500+ Affiliated, Independent, and Employed Physicians and APPS
- 15,000+ nurses

Our Facilities

- 22 Hospital Facilities
- 300+ Ambulatory/Outpatient Locations

Our Hospitalist Team

- 84 GR Hospitalists
- 19 Regional Hospitalists
- 33 GR Apps
- 24 Regional APPs

OUR WHY...

- Variance in Patient Experience training
- Could we bring a resource to help our clinicians develop skills?
- Reward knowledge acquisition
- Shifting from CAHPS as our measure of success

EARLY REFLECTIONS...

- Practicing Excellence was a good fit...by clinicians for clinicians
- Just participate...if this is effective, we will see results
- Building skills...a rising tide will raise all ships
- You can't expect people to get better...without giving resources to improve
- Reward, make it achievable, and give grace

WHAT HAS WORKED...

- Making it **aspirational and patient-centric**
- Including in weekly huddles...share the tip of the week and **the impact**
- Sharing **testimonials**...well-respected senior member shared how he was able to gain skills
- Making the goal...**best clinician you can be, not a score**
- **Supporting** through COVID
- Asking a physician to do anything extra is still an ask...**reinforce the why**
- Spreading and expanding across the system...**replicating our tactics** with others
- **Incentivizing** completion of the journey...

OUR OUTCOMES...

- It feels right to reward engagement and the effort to become better
- People that were doing well are doing better
- People that were not doing well are doing better
- Success...very high percentage of docs who choose to do this because they find it meaningful



In 2021, hospitalists who used the CEP scored **7.7 raw points** higher than those who did not engage with CEP.

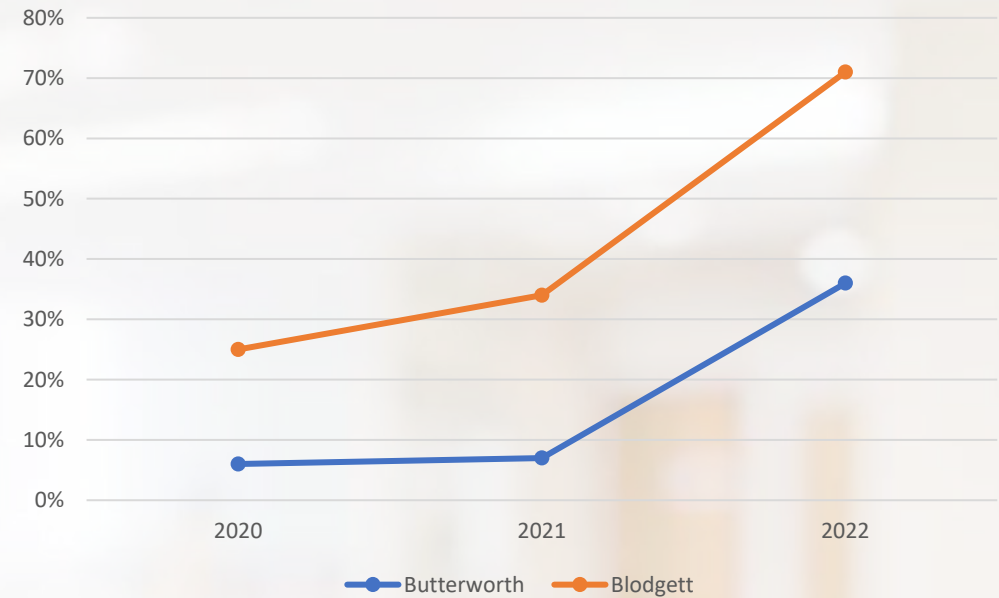
That momentum was sustained in 2022 with hospitalists using the CEP scoring **5.2 points higher** than those who did not engage with CEP.



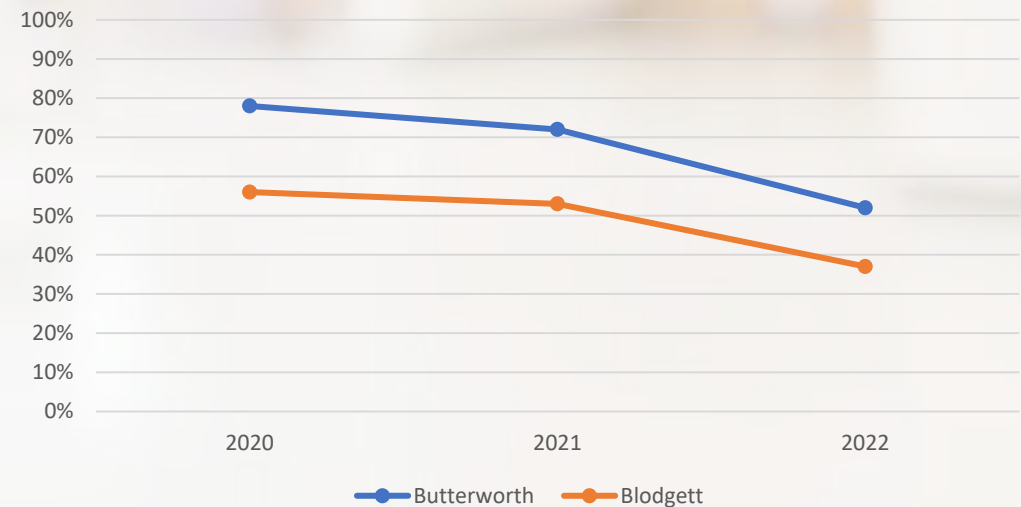
Hospitalist Team

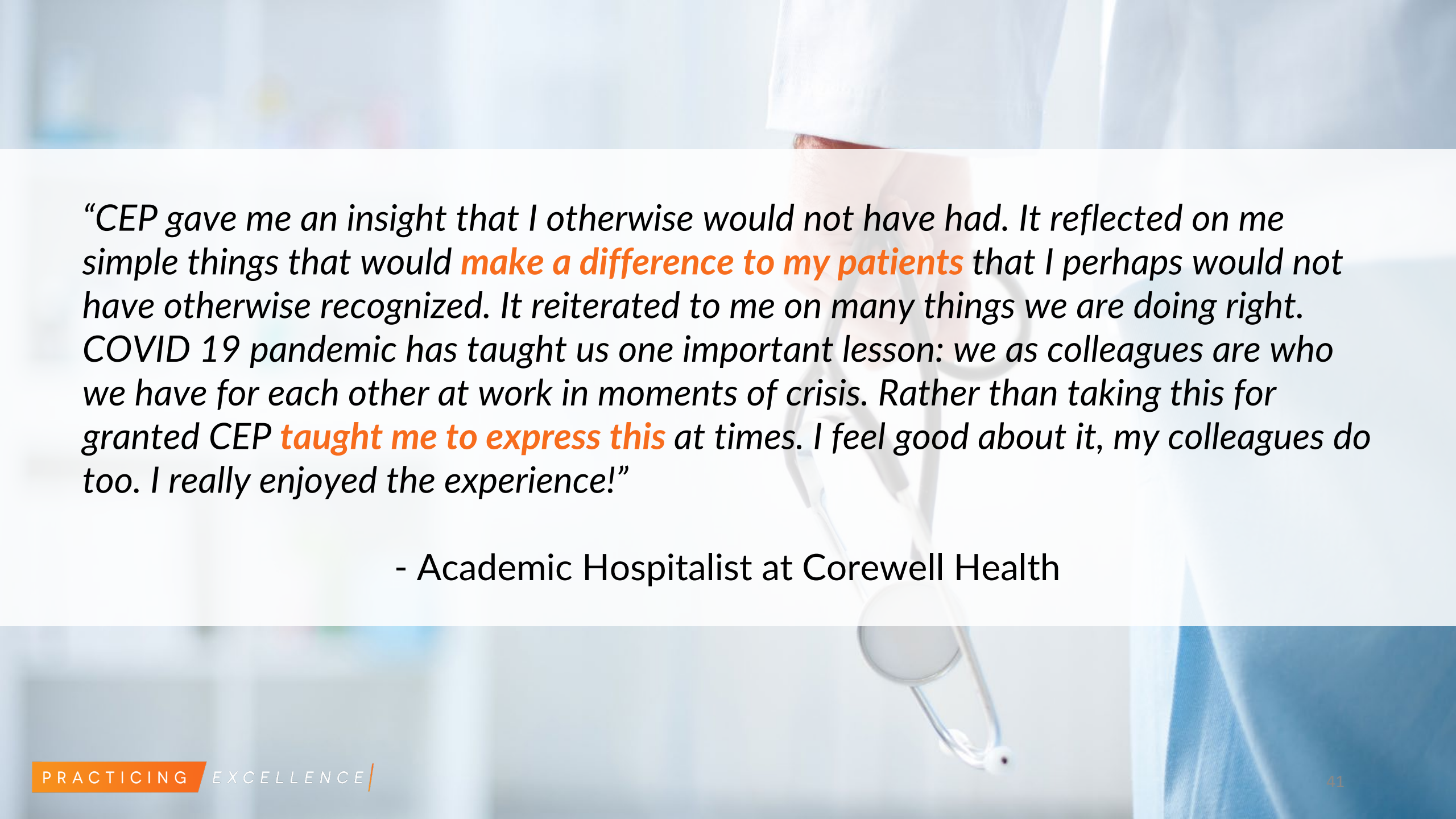
Communication with Doctors

Communication with Doctors:
4-5 benchmark



Communication with Doctors:
Bottom Decile





*“CEP gave me an insight that I otherwise would not have had. It reflected on me simple things that would **make a difference to my patients** that I perhaps would not have otherwise recognized. It reiterated to me on many things we are doing right. COVID 19 pandemic has taught us one important lesson: we as colleagues are who we have for each other at work in moments of crisis. Rather than taking this for granted CEP **taught me to express this** at times. I feel good about it, my colleagues do too. I really enjoyed the experience!”*

- Academic Hospitalist at Corewell Health

WHAT'S NEXT?

1. Hospital Med PX Certification...majority have completed certification, this is a big accomplishment.
2. Shared opportunity for groups to watch together.
3. Ongoing integration with our local patient experience team...continued training and development.
4. Advanced Patient Experience Certification now...Distinguished level is coming next.
5. Reward and recognition: talked about it during feedback sessions, handed out certificates and gave the option of virtual certification badge (Credly.)

1. **Scrap the HCAHPS- make it about more than metrics.**
2. **Reward the work.**
3. **Build into your routine.**
4. **Celebrate success.**
5. **Tap content about wellness and team for clinicians... we all need that.**

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