

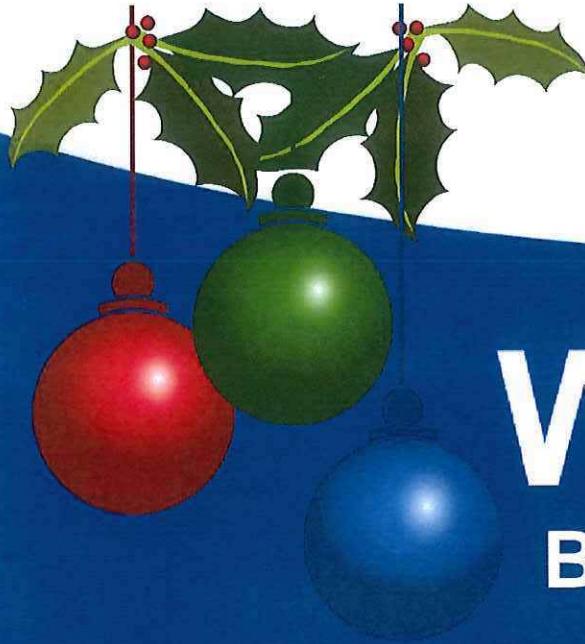
Beaumont

Beaumont, Grosse Pointe Leader Meeting

Our Mission

We will provide the highest quality health care services to all of our patients safely, efficiently and compassionately, regardless of where they live or their financial circumstances.





Beaumont

WELCOME!

Beaumont, Grosse Pointe

Presenters: Please adhere to your allotted presentation time. Meeting facilitator will stand as you approach your final remaining minute....

Reminders

Please silence cell phones and pagers.

Please respond to phone calls outside of the meeting room.

Professional Recognition

Please remember to recognize and thank the following health professionals in **January**:



Certified Registered Nurse Anesthetists

Year in Review

2016 Accomplishments



Recognizing Our Team

Pandora Walker

30 + Years of Service Recognition

40 Years of Service Recognition



Claudia S Arnold Pharmacy

Mary Ellen Burkard Diagnostic Radiology CT

Lisa A Halter PACU

Diann L Masinick Care Management

Leslie J Whiteley PACU



35 Years of Service Recognition

<i>Karen L</i>	<i>Barszczowski</i>	<i>PACU</i>
<i>Maureen</i>	<i>Bennett</i>	<i>Service Excellence</i>
<i>Joyce L</i>	<i>Gromek</i>	<i>Pre Admitting Testing</i>
<i>Sandra C</i>	<i>Kanas</i>	<i>MedSurg Unit 2SE</i>
<i>Kathleen E</i>	<i>Kastner</i>	<i>PACU</i>
<i>Brenda C</i>	<i>King</i>	<i>Orthopaedic/Surgery</i>
<i>Thapana Dok</i>	<i>Nguyen</i>	<i>ES Campus and Offsite</i>
<i>Linda</i>	<i>Onstwedder</i>	<i>Endoscopy</i>
<i>Maryellen</i>	<i>Riker</i>	<i>MedSurg Unit 2SE</i>
<i>Frank J</i>	<i>Soullier</i>	<i>Security</i>
<i>Carla P</i>	<i>Vandermaas</i>	<i>Nutrition Services</i>
<i>Barbara K</i>	<i>Zimmerman</i>	<i>Care Management</i>



*Thank
You*

30 Years of Service Recognition



<i>Linda A</i>	<i>Amato</i>	<i>Nursing ICU Intensive Care Unit</i>
<i>Amy M</i>	<i>Asaro</i>	<i>Quality Mgmt and Patient Safety</i>
<i>Leigh V</i>	<i>Cesarz</i>	<i>PACU</i>
<i>Beverly A</i>	<i>Gandolfi</i>	<i>EC</i>
<i>Sue A</i>	<i>Grenke</i>	<i>Nutrition Services</i>
<i>Jane C</i>	<i>Hoffsten</i>	<i>Pre Admitting Testing</i>
<i>Rebecca</i>	<i>Knipstein</i>	<i>Infusion Center</i>
<i>Virginia</i>	<i>Locke</i>	<i>MedSurg Unit 2SE</i>
<i>Lorraine D</i>	<i>Stobbe</i>	<i>Pharmacy</i>
<i>Kathleen M</i>	<i>Vandelinder</i>	<i>Surgery Inpatient</i>



Physician Recognition

Congratulations!

- 2016 Distinguished Physician Service Award
 - Dr. Donna Hoban
- Two surgeries performed by sports fellowship trained orthopedic surgeon Dr. Shariff Bishai at Beaumont Hospital, Grosse Pointe were live streamed to an audience of 500+ surgeons at a conference in Delhi, India. This global event was a first for Beaumont Health!



Welcome!

New Medical Staff Members

Dr. Elizabeth Cousineau

- Obstetrics & Gynecology
- Board Certified
- OB/GYN Residency, Grand Rapids medical Education/Research/MSU
- Medical School, Wayne State University School of Medicine
- Group, Eastside Gynecology & Obstetrics, PC

Dr. Hugo Davila Grijalva

- Internal Medicine & Pediatrics
- Board Certified
- Residencies, Beaumont Hospital, Royal Oak
- Medical School, Pontifical Catholic University of Ecuador School of Medicine
- Group, BMG Grosse Pointe Park Internal Medicine Center

Welcome!

New Medical Staff Members

Dr. Paul Johnson

- Infectious Diseases/Internal Medicine
- Board Certified
- Residencies, Beaumont Hospital, Royal Oak
- Medical School, Wayne State University School of Medicine
- Group, Infectious Disease Associates



Dr. Zenia Maqbool

- Family Medicine
- Board Eligible
- Residency, Beaumont Hospital, Grosse Pointe
- Medical School, Universidad de la Sabana Facultad de Medicina
- Group, BMG Shorepointe Family Physicians, PC

Welcome!

New Medical Staff Members

Dr. Hussein Othman

- Interventional Cardiology
- Board Certified
- Residencies & Fellowship, St. John Hospital & Medical Centers
- Medical School, University of Damascus Faculty of Human Medicine
- Group, Cardiovascular Institute of Michigan, PC

Dr. Meredith Price

- Dermatology
- Board Certified
- Residency and Medical School, Wayne State University School of Medicine
- Group, Hamzavi Dermatology (Office in Beaumont Medical Building)



Welcome!

New Medical Staff Members

Dr. Rebecca Rivard

- Family Medicine
- Board Certified
- Family Medicine Residency, McLaren Bay Region
- Medical school - Michigan State University, College of Osteopathic Medicine
- Group - BMG East Area Family Physicians

Dr. Arunkumar Baskara

- General Surgery
- Board Certified
- General Surgery Residency, Mercy Fitzgerald Hospital
- Fellowship, Jobst Vascular Center
- Medical school – Stanley Medical College Dr M.G.R. Medical University
- Group - Hawasli & Associates, PC



Welcome!

New Medical Staff Members

Dr. Neetu Sharma

- Nephrology
- Board Certified
- Internal Medicine Residency, Detroit Medical Center
- Fellowship, University of Cincinnati Medical Center
- Medical school – Sri Guru Ram Das Institute of Medical Science an Research
- Group – Kidney Consultants of Michigan



Dr. Hammam Zmily

- Interventional Cardiology
- Board Certified
- Residencies & Fellowships, Wayne State University Affiliated Hospitals
- Medical school – University of Jordan, Faculty of Medicine
- Group - Premier Cardiovascular Specialists, PC



Employee Recognition

Congratulations!

- Denise Fanelli Award Winner
 - Linda Amato, RN
- Sr. Lucretia Award Winners
 - Linda LaHood, RN
 - Laureen LoPiccolo, RN



Congratulations!

- Physical Therapy team members recognized by the Michigan Physical Therapy Association (MPTA) via Outstanding Clinician Awards



Outstanding PTA: Joan Ross

Outstanding PT/PTA team: Kasey McKanna and Peggy Tuckfield

Noreen Clouten Outstanding CCCE Award - Kimberly Kane Schwartz

MPTA Outstanding Student Award: Lauren Labelle- Oakland University

Thank You to our Volunteers!

- (320) Active Volunteers contributing 41,000 hours of service



- (70) Summer College students participated in the summer volunteer program



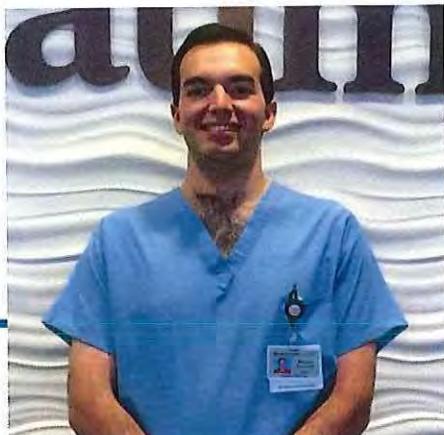
Beaumont

Thank You to our Volunteers!

- (25) of our hospital leaders and staff joined us for this year's Volunteer Holiday Party to say "Thanks" - it was well received by the volunteers!
- 4,600 Meals for the Homebound
- 21,600 Nursing Admit Packs
- Completed over 70% of all patient discharges
- Escorts an additional 8,700 patients for Wound Care, Phase II, & Endo
- New volunteer roles for 2016: Joint Commission, Inpatient Pharmacy, Materials Management, Corporate Medical Administration

Thank You to our Volunteers!

- (10) highly selected student Volunteers participated in our Summer Physical Shadowing Program with (10) of our hospital physician's
- (5) new Pet therapy volunteers: meet our latest addition, "Eden"
- (3) Volunteer Student Educational Scholarships given out in 2016 in honor of former student volunteer "Paige Stalker" valued at \$6,500
- (10) Volunteers hired as Beaumont employees in 2016



New Leaders

Welcome!

New Leaders

- Steve Apigo, Director, Emergency Center
- Maureen Bennett, Service Excellence Specialist
- Molly Brieden, Administrative Manager, Nursing Administration
- Andrea Connelly, RPA, Family Medicine Center
- Antonio Horne, Supervisor, Environmental Services
- Mohammed Islam, Assistant Nurse Manager, 3West
- Heidi Kemper, Administrative Manager, H&V Services
- Debbie Lawrence, Supervisor, CPD

Welcome!

New Leaders

- Mark Leblanc, Manager, Imaging Services
- Derek Neumayer, Accreditation Coordinator
- Brad O'Shell, Associate Nurse Manager, Emergency Center
- Stewart Schumacher, Administrative Manager, Peri-Op Services
- Valese Severe, Supervisor, Environmental Services
- Daniel Stahl, Associate Nurse Manager, CCSU
- Dena Stout, Director, Pharmacy
- Richard Warznie, Sergeant, Security

Quality & Safety

Susan Muscat

Accreditation/Certifications

- Recertification underway as an Advanced Primary Stroke Center
- In support of our NICHE (Nurses Improving Care for Healthsystem Elders) journey, 230 staff participated in the Virtual Dementia
- American College of Surgeons Level III Trauma re-verification
- Michigan Department of Health & Human Services Level III Trauma Center designation
- College of American Pathologists (CAP) Accreditation

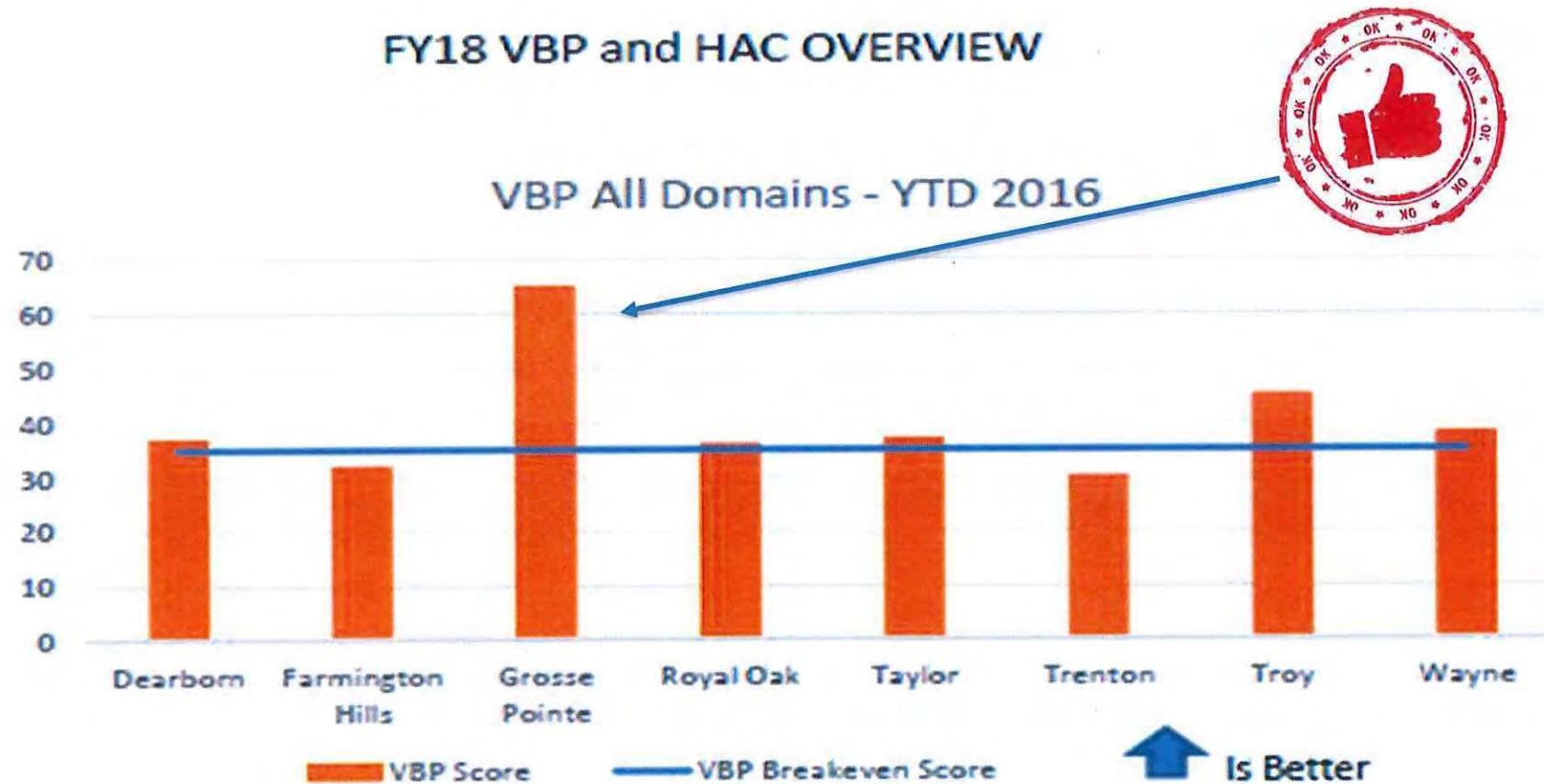


Accreditation/Certifications

- Elective PCI – KC waiting for response from Marie
- Diabetes - KC waiting for response from Vivian
- File Magnet Application on 12/23/16



Value Based Purchasing



Beaumont Hospital – Grosse Pointe

2016 Vizient Community
Hospital Quality Excellence
Award

Ranked #11 in the
2016 Bernard A. Birnbaum, MD,
Quality Leadership Award

Domains: from the CDB, Core
Measures, NHSN, and HCAHPS

- Mortality
- Safety
- Effectiveness & Efficiency
- Patient-centeredness
- Equity





Speak Up! for Patient Safety

John Debouvre – Lab

Bill Damm, RPh – Pharmacy

Taylor Gutwald – Pharmacy
Tech/intern

Linda Amato, RN - CCU

Leslie Emerson, RN – 3W

Marisa Engel, RN - FBC

Mary Smith, RN – Breast Care Center

Ruth Strasz - FBC

Lisa Wagner, RN – FBC

Janice Hales, Med Tech

Jennifer Yaker, Med Tech

Charlene Parris, Med Tech

Mary Ann Garneau

Sandra Simek, RPh

Ruth Strasz, Unit Secretary – FBC

Lisa Wagner, RN- FBC

Joshua Tranchida

Joshua Tranchida, Pharm Tech

Bill Damm, RPh & Taylor Gutwald,
Pharm Tech

Marianne Hanselman, RN CCU

Michael Boksan, RN (2 Eagle Eyes)

Keri Wisniewski, RN, CCSU

Michael Boksan, RN

Gail Pagels, RN

Diane Keown, Registrar

Katherine Neuenfeldt, Registrar

Shirley Stier, RN

Keri Wisniewski, RN

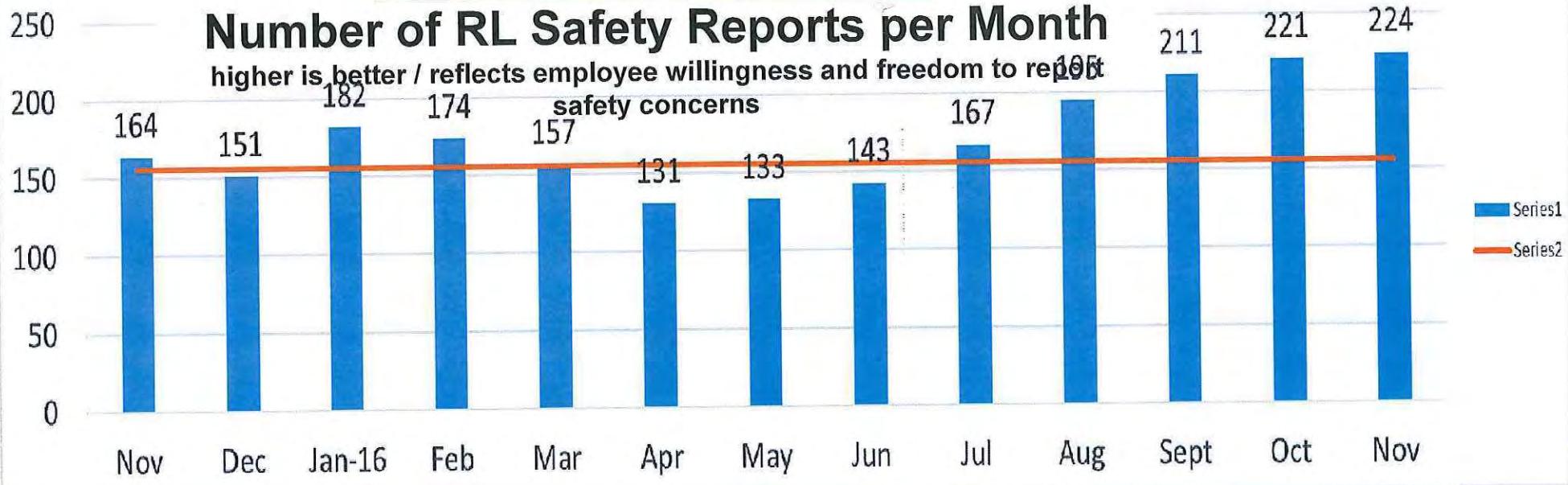
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Speak Up! for Patient Safety

Nov 2015 to Sept 2016



Grosse Point SPEAKS-UP!

**Beaumont**

3
3

October 2016: Culture of Safety - WOW!!!

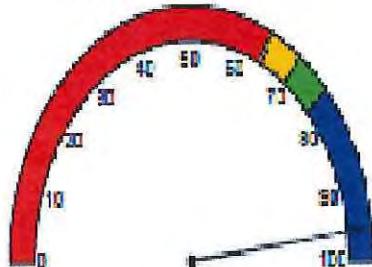
Beaumont Health - Grosse Pointe - Pulmonary Rehab

A variance of greater than 5% is considered significant.

Current Matrix: Status 4 & Score 96%

Survey date: October 2016

96%



Beaumont Health - Grosse Pointe - Anatomic Pathology & BPS

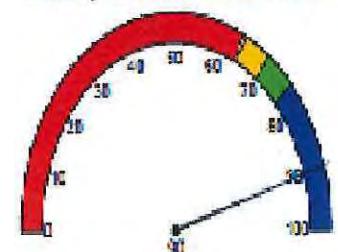
A variance of greater than 5% is considered significant.

Current Matrix: Status 4 & Score 90%

Survey date: November 2016

90

%



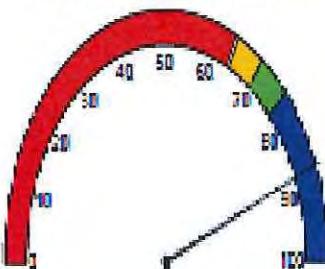
Beaumont Health - Grosse Pointe - Respiratory Therapy

A variance of greater than 5% is considered significant.

Current Matrix: Status 4 & Score 88%

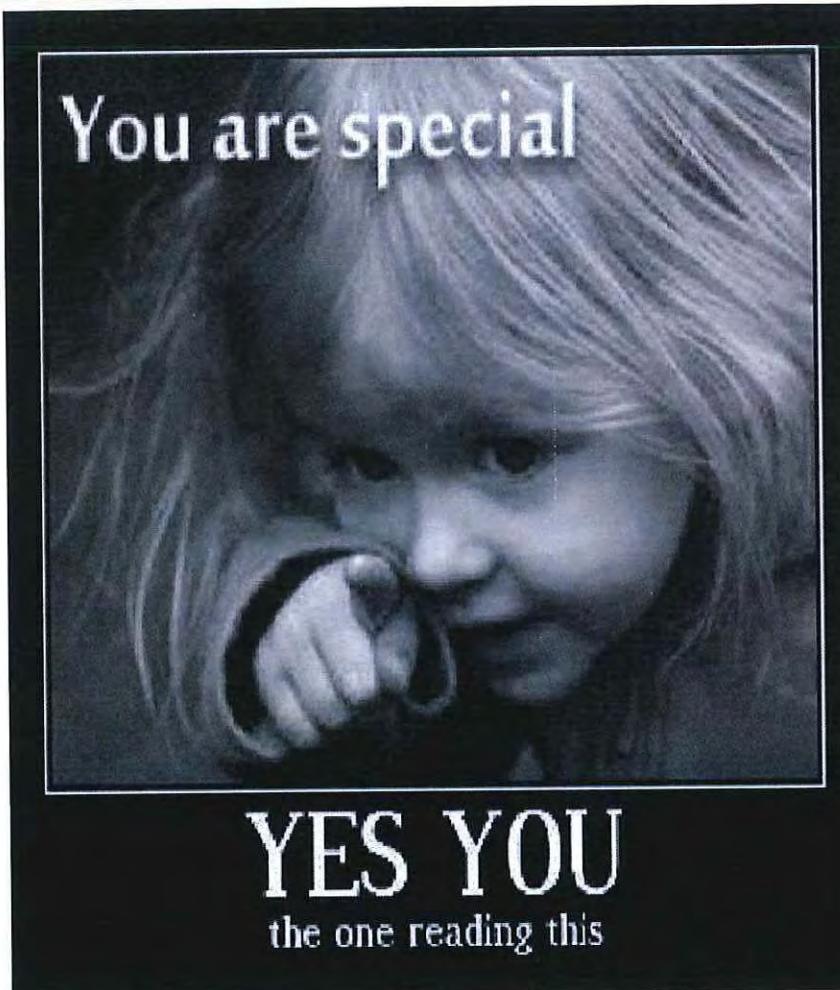
Survey date: October 2016

88%



Beaumont

Service Excellence



Maureen Bennett

Saluting our Stars Winners

Rose Miszkowski,
Kevin Nelson,
Michelle Gajecki,
Cathleen Solecki, R.N.,
Bernice Dunbar,
Claudia Vandervord,
Lauren Swarthout, R.N.
Ann Watts,
DeAngelo Mallett,
Sheila Thacker,
Maria Dusevic,

Patient Registration
Materials Management
Emergency Center Tech
Stroke Program
Security-Entrance Representative
I.T.
PACU
Emergency Center
CCSU – NCA
Care Management
EVS Attendant

We Couldn't Do it without You!

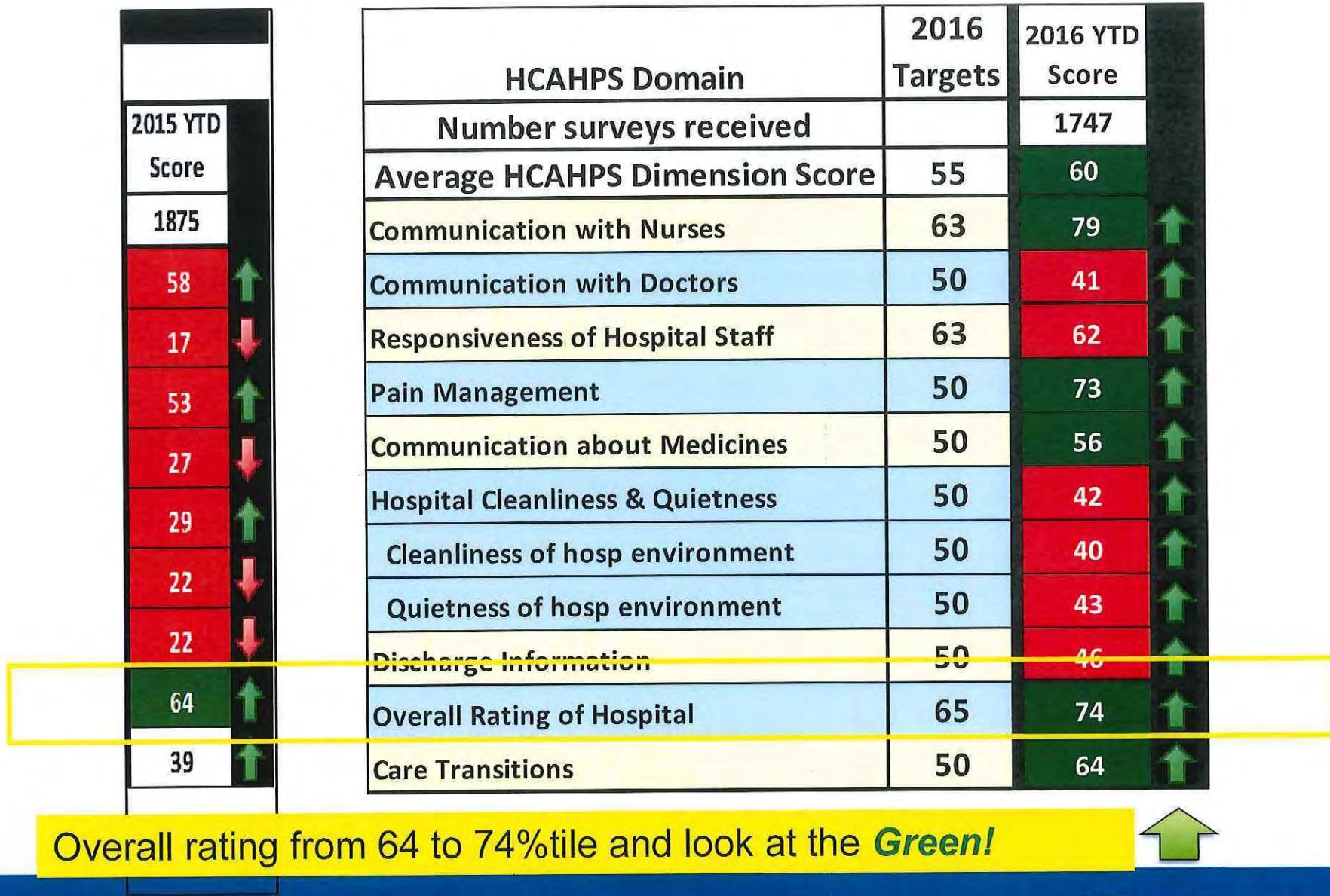


By the Numbers:

- ❖ 1680 employees participating in Culture of Caring Partnerships-Back to Basics in less than 2 months
- ❖ 1150 employees thus far attending the Service Model Roll Out which began in November
- ❖ 56 seconds of Engagement, and Christy Dempsey Presentation – December, 2016
- ❖ 14 Days – A Book about a patient's journey at Grosse Pointe hits the shelves-Dan Christina and his Fist Bump!
- ❖ 5 'Pajama Advisors' weighing in on decisions
- ❖ 4 Star Rating by CMS
- ❖ 2 Patient Voices at our Service Meeting and....
- ❖ 1 advisor in place January 2017 with Outpatient Service Team

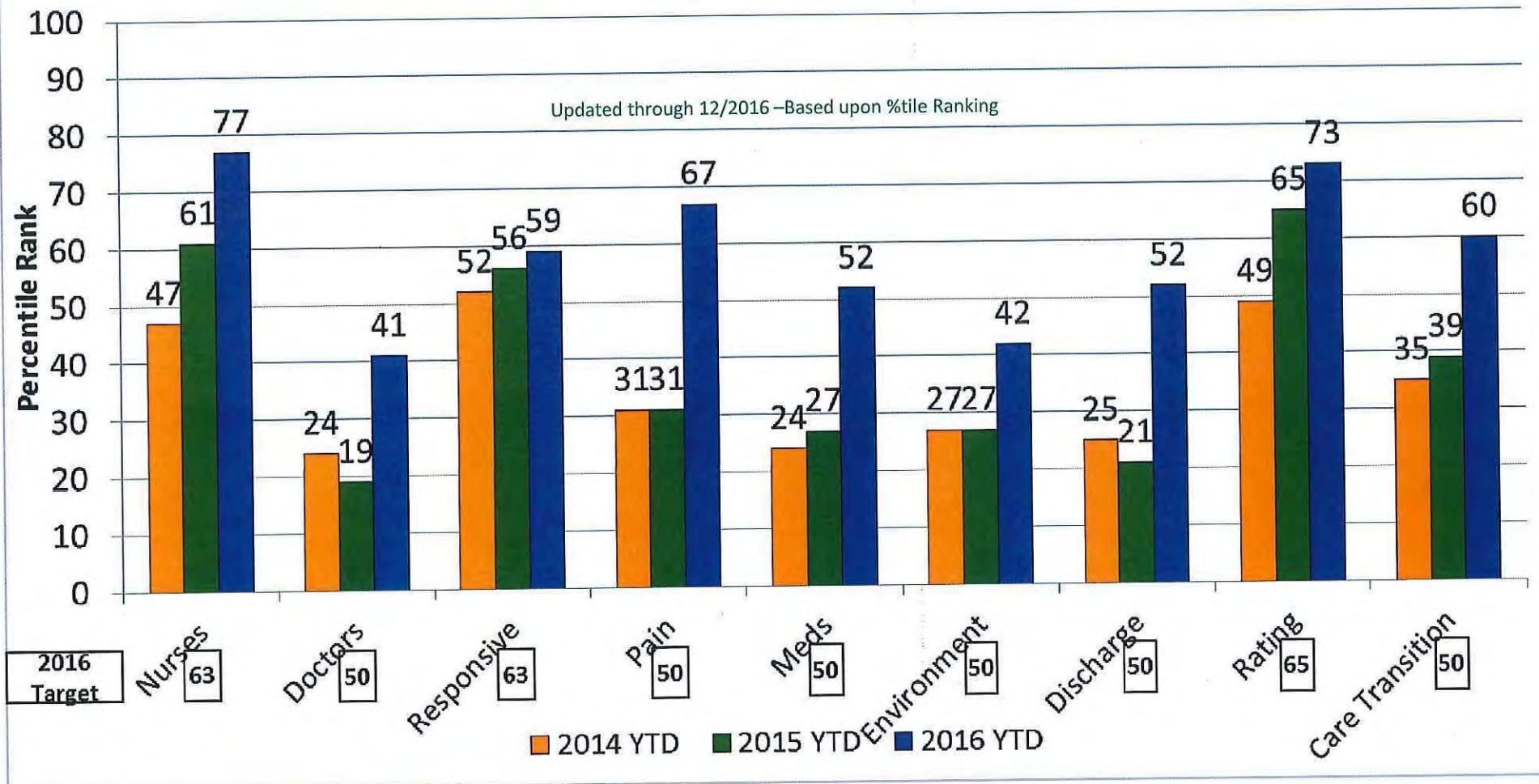


HCAHPS – Yearly Change – 2015 to 2016



HCAHPS – Beaumont Grosse Pointe

HCAHPS by Discharge Date 2014 YTD, 2015 YTD, 2016 YTD



Outpatient Services 2016

YTD All Offsite Outpatient are above the 60%tile Ranking.
At target on a YTD basis every month for all domains.

Beaumont Hospital - Grosse Pointe Outpatient Services Press Ganey Scorecard

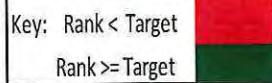
Press Ganey All Facility Database Press Ganey %tile Ranks

Press Ganey Dimension	2015 YE %ile	January 2016	February 2016	March 2016	April 2016	May 2016	June 2016	July 2016	August 2016	September 2016	October 2016	November 2016	December 2016	2016 YTD %ile	2016 YTD Mean
Number surveys received	321	385	424	401	420	383	367	397	422	422	470			3640	
Overall Outpatient Services	65	51	80	86	77	68	64	54	84	87	74	82		73	94.4
Registration	69	50	74	82	87	71	67	69	79	89	79	93		76	93.9
Facility	69	62	81	88	84	69	73	59	87	84	82	70		75	93.0
Test or Treatment	62	44	74	84	58	60	67	41	92	87	70	91		71	95.8
Personal Issues	58	50	76	71	64	56	63	58	76	91	56	67		65	94.1
Overall Assessment	60	36	72	84	59	69	40	33	80	81	60	79		63	95.3

Note: No benchmark used

Press Ganey Data pulled by received date

Ranks based on Mean Score



Target raised to 60%ile from 50th %ile in 2016.
Outpatient raised their bar too-Overall 65%ile in 2015 to 73%ile in 2016.

Emergency Center –2016

Grosse Pointe Emergency Standard %tile Ranks

Press Ganey Dimension	2015 YE	May 2016	June 2016	July 2016	Aug 2016	Sept 2016	Oct 2016	Nov 2016	2016 YTD	YTD Mean Score	Variance 2015YE vs 2016 YTD
Total Surveys Returned	861	77	82	67	97	81	82	76	859		
Overall	59	55	70	28	46	66	81	45	57	86.8	-2
Arrival	57	73	59	72	79	71	73	41	64	86.2	7
Nurses	49	46	54	28	24	59	53	37	46	87.8	-3
Doctors	59	49	70	6	44	53	95	22	47	86.3	-12
Tests	59	18	84	20	21	62	81	43	52	88.9	-7
Family or Friends	54	59	54	36	62	72	72	83	56	89.2	2
Personal/Insurance Info	62	77	78	34	46	68	97	75	65	90.7	3
Personal Issues	59	48	64	15	35	61	76	54	55	81.8	-4
Overall Assessment	51	57	76	28	40	66	77	23	53	85.2	2

New Leadership, high volumes and reaching for the Stars.

Ambulatory Surgery – Yearly Change – 2015 to 2016

Beaumont Hospital - Grosse Pointe Outpatient Surgery Rollup Press Ganey Scorecard

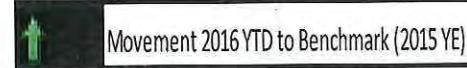
Press Ganey All Facility Database Press Ganey %tile Ranks

Press Ganey Dimension	2015 YE %ile	January 2016	February 2016	March 2016	April 2016	May 2016	June 2016	July 2016	August 2016	September 2016	October 2016	November 2016	December 2016	2016 YTD %ile	2016 YTD Mean
Number surveys received	1259	80	117	100	111	101	113	86	106	97	121	97		1129	
Overall	76	57	64	69	69	69	60	83	76	55	82	31		62	94.2
Registration	83	67	89	66	82	88	73	80	80	59	85	47		77	94.3
Nursing	74	67	36	68	52	57	62	81	63	60	82	39		56	95.3
Physician	52	86	53	84	66	84	29	77	76	68	83	36		73	95.6
Facility	69	46	66	60	55	54	72	79	78	35	62	35		58	92.0
Overall Assessment	78	58	54	62	58	39	47	96	61	80	95	29		63	96.4
Personal Issues	77	39	66	67	82	73	62	72	78	57	81	47		65	91.5

Note: All Facility DB used

Press Ganey Data pulled by received date

Ranks based on Mean Score



New Target for 2016 of 79% changed the way we look at things



Service-Star Shower of Awards



- All of our employees who strive for compassionate extraordinary care every day
- Suzy Berschback and Father Rich for Art and Healing
- Betsy Schulte, Carol Rzepka, Nancy Briggs for providing excellent group of Volunteers
- Ed Glowicki and Tracy Kripli for Newly Implemented Rapid Improvement Rounds
- Cindy Harrison and Material's Management Crew, for guiding us through People Soft
- Courtney Kilgore, Claudia Vandervord, Don App and Steve Fraser – Keeping us powered up
- Nutrition and EVS - multiple special engagements, service recovery baskets, set ups



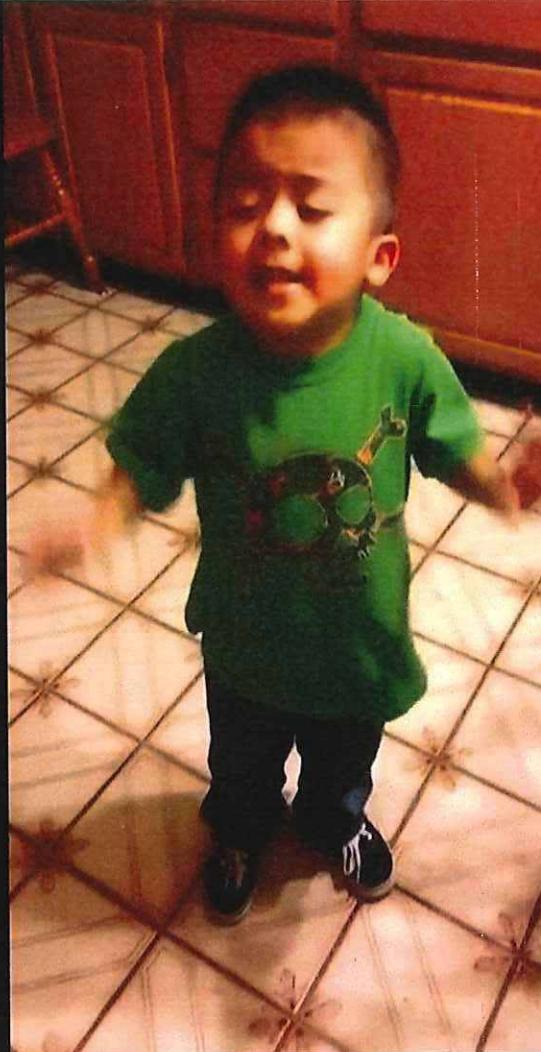
Service-Star Shower of Awards



- Randy Whitney – 1600 employee entries into Halogen for Back to Basics
- Our Security Team– Keeping our patient's safe; Keeping our team safe
- E.C. Group – Over 72 coats donated to Cass Community Center
- Sabrina Rose and Meenakshi Sharma-and our Diversity Committee – Planning our Pumpkin Fests, Cinco D 'Mayo, Recognition Days, Diversity Events and keeping our connection to each other Solid and culturally diverse
- Katelyn Lynch-Francis – Earning her Service Excellence Certificaton
- Heidi Kemper – For Sharing your Dad with us on Veteran's Day
- Dr. Hoban and our medical staff making sure the Patient is always first!
- Every Nurse, and CNA treating every patient, with compassion, dignity and respect.
- Administration with the passion and drive to steer our ship.



Most Important 2017 Thought from a Patient.



**START STRONG,
STAY STRONG, AND
FINISH STRONG BY
ALWAYS REMEMBERING
WHY YOU'RE DOING IT IN
THE FIRST PLACE.**

{RALPH MARSTON}

WWW.LIVELIFEHAPPY.COM

Financials & Market Share

Maria Miller

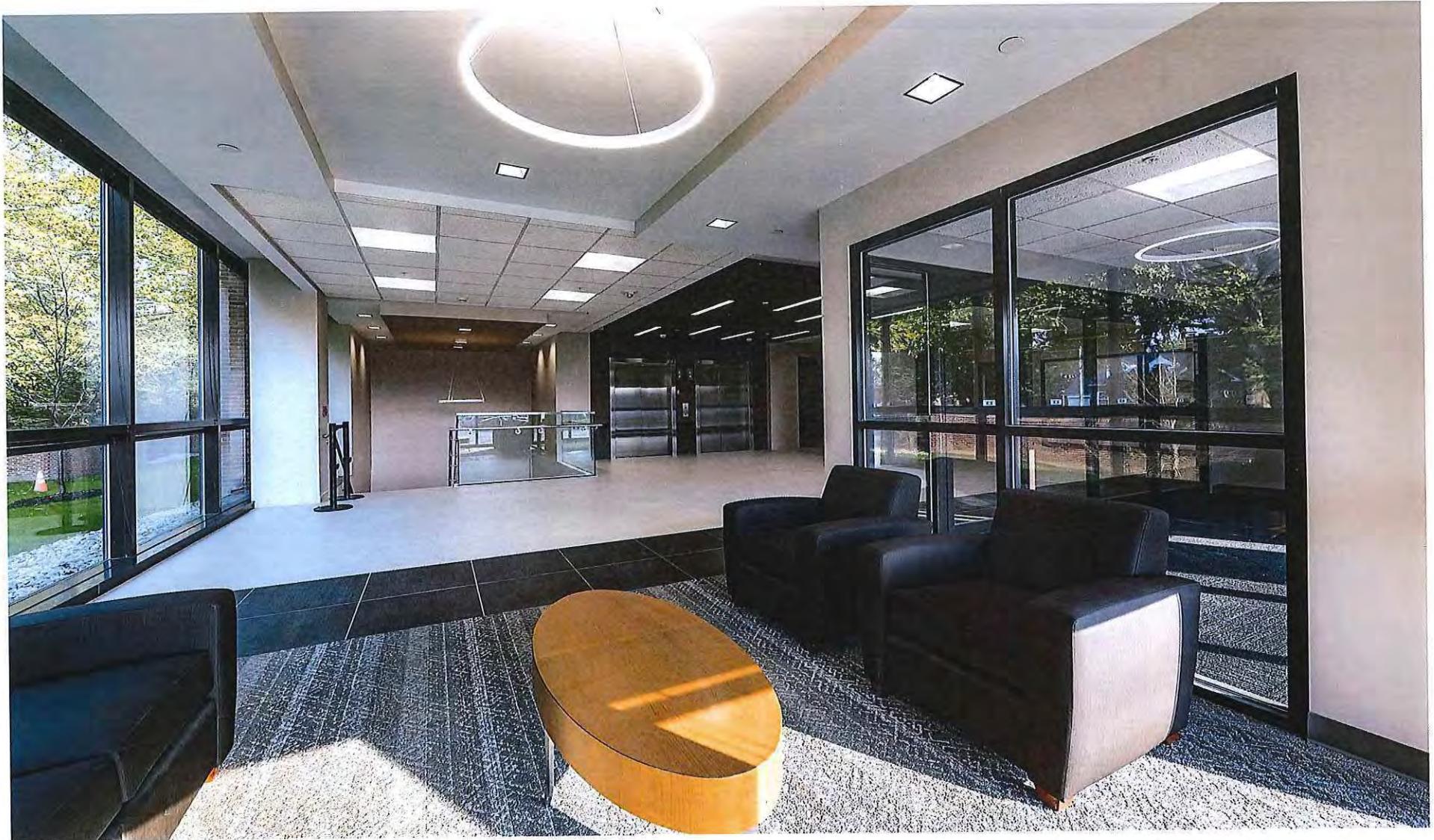
Growth

Rob Kilpatrick

Beaumont Medical Building



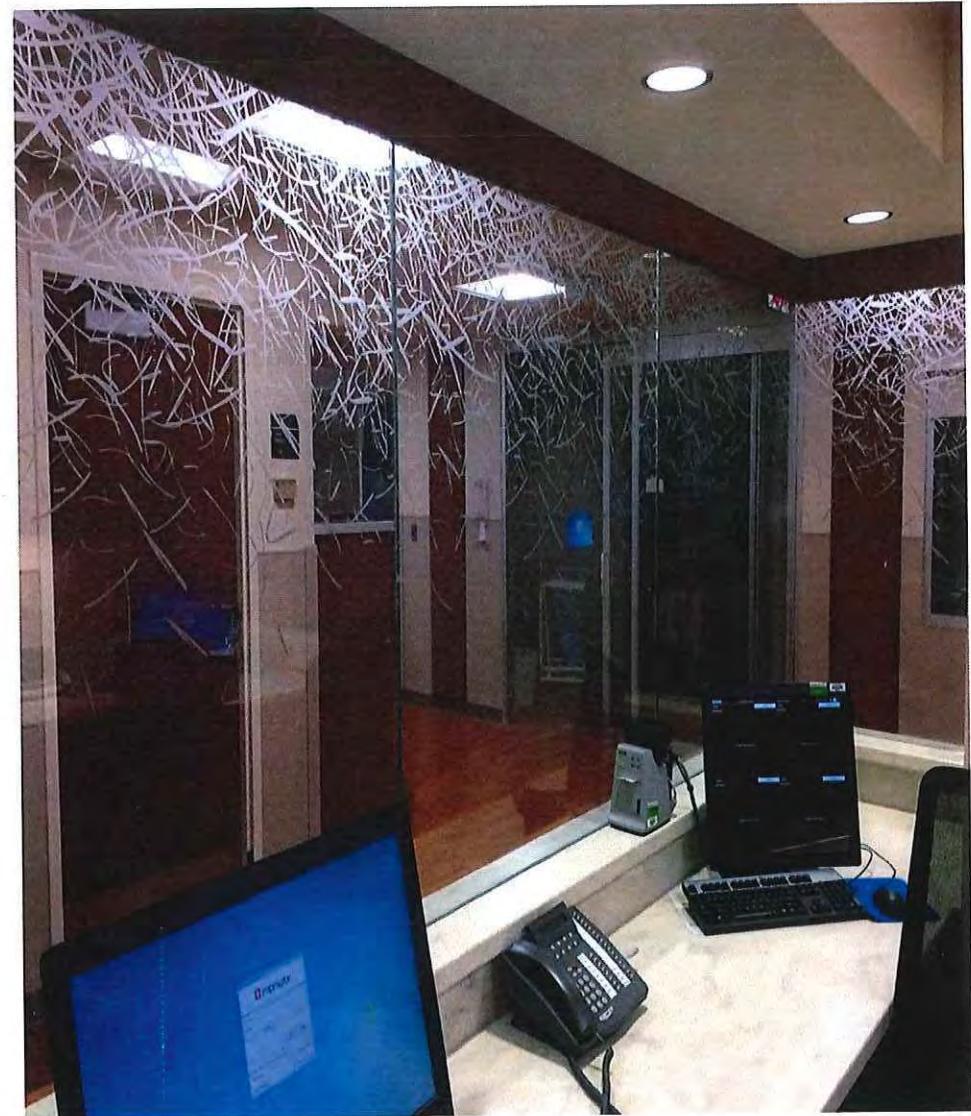
Beaumont Medical Building



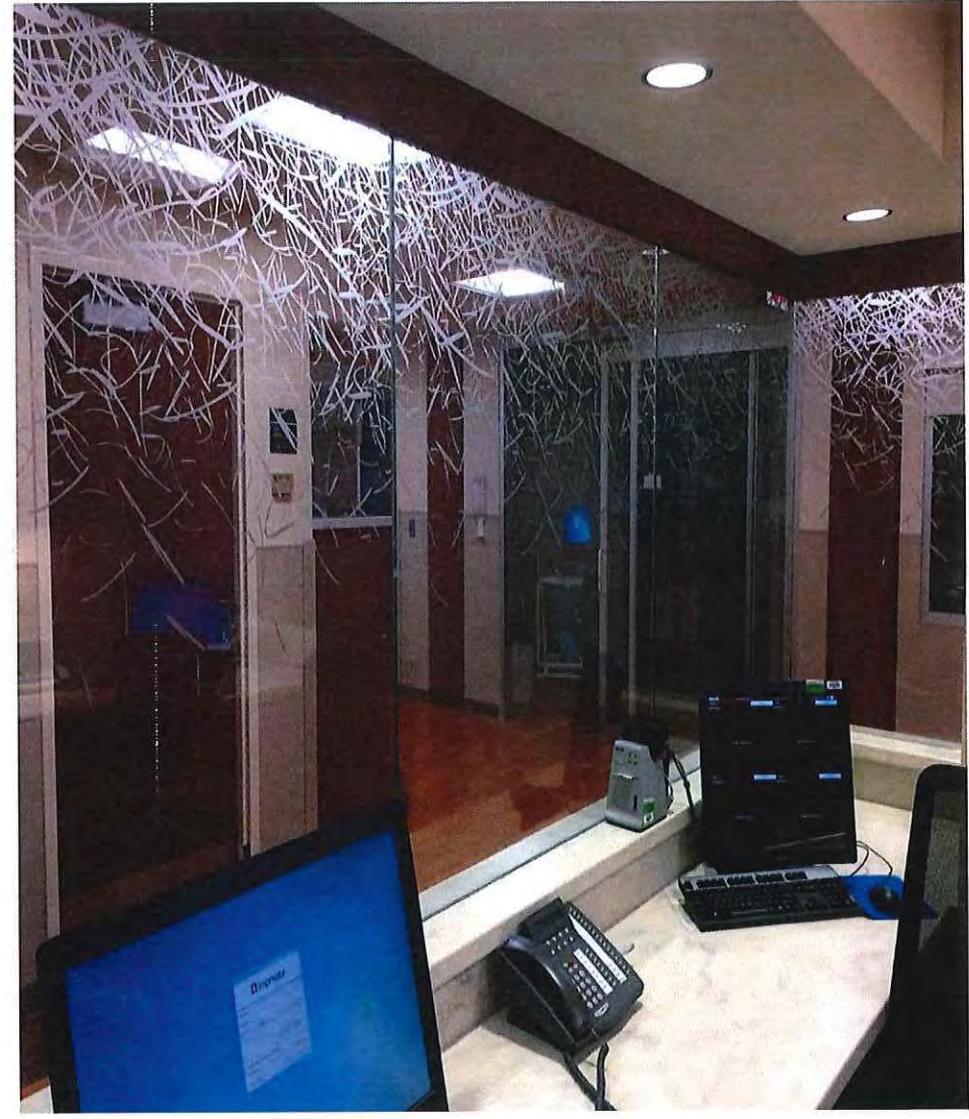
SICU



SICU



SICU



Re-Opening of 3N (former LTACH)

- Private Bed Unit -

- Geriatric-friendly unit with geriatric-trained staff
- Private bed model on 3N
- Private bed model on Orthopedic unit
- Depending on census, anywhere from 40% – 50% private rooms at Grosse Pointe

Hyperbaric Oxygen Therapy



K-9 Service



Rick, Titan, and Storm

Community Involvement & Partnerships

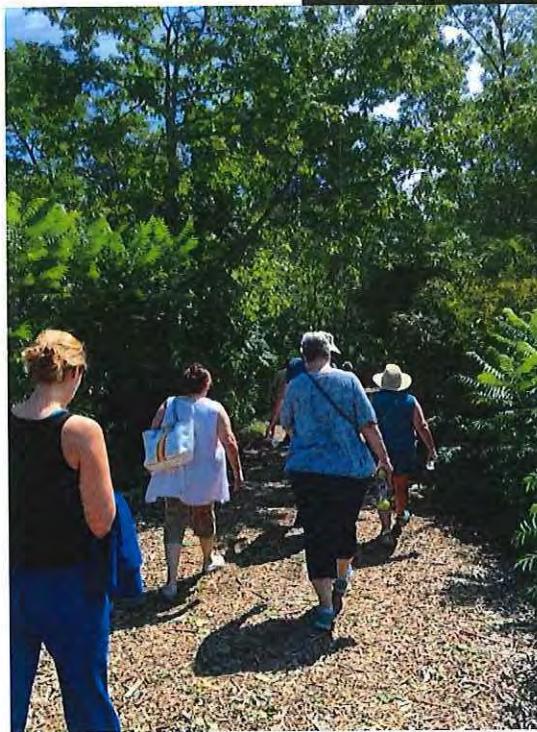
Rob Kilpatrick

- Beaumont Community Health Coalition
- Share Our Strength's Cooking Matters
- PATH (PERSONAL ACTION TOWARD HEALTH)
- Too Good for Drugs
- Project Healthy Schools



Beaumont

Walk with a Doc at the Ford House

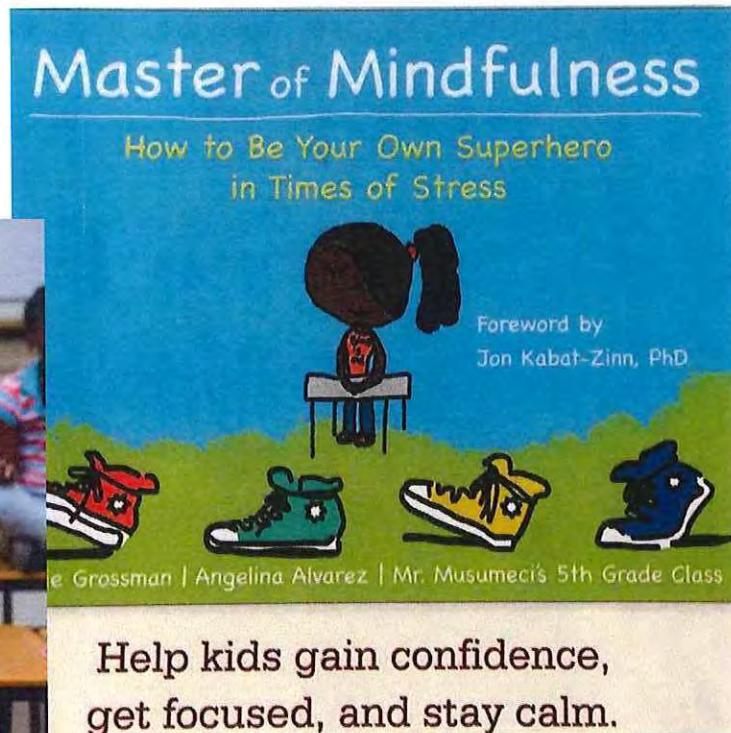


Beaumont

- Health Hero
- Girls on the Run
- Custom-built bicycles for special needs
- Neighborhood Club –Beaumont services
- 60 Days to Health program
- Second Step
- Mental health and Wellness Initiative
- Parents Who Host, Lose the Most Campaign
- Tar Wars
- The American Medicine Chest Challenge
- Everyone Matters



Mindfulness in Schools



Beaumont Healthy Pointe

Beaumont

Arts for the Spirit

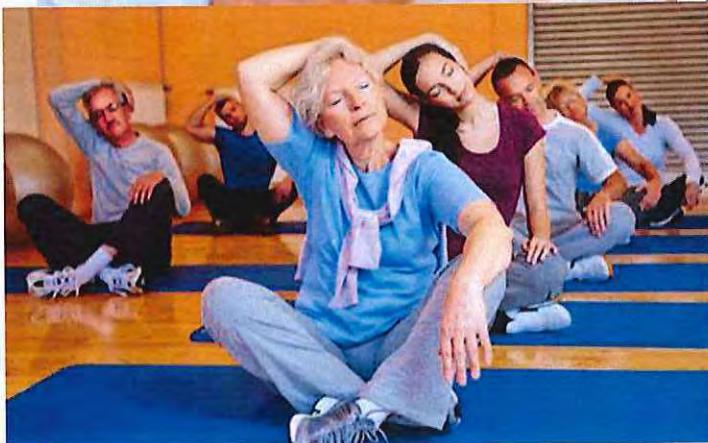


Beaumont

- 40 developmental assets
- Smoking Cessation
- Student Heart Check
- Turning Teen
- Pillars of self care
- Community Health Coalition for the St. Clair Shores community

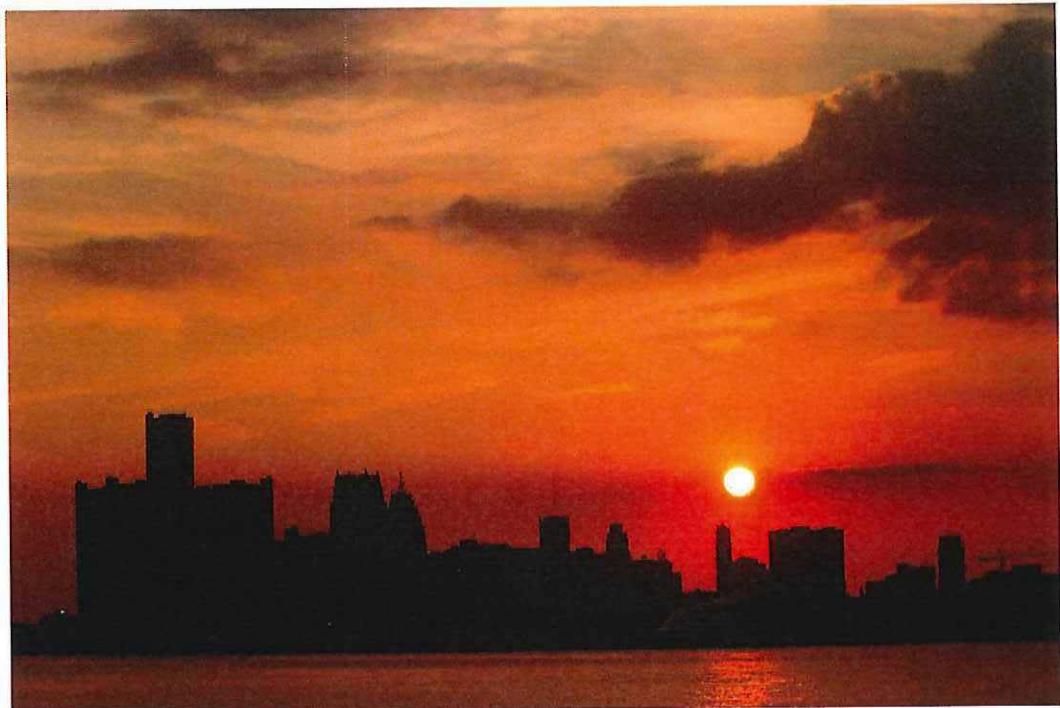


Annual Senior Fun Day



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- Speakers Bureau
- Detroit Area Agency on Aging Board
- Cass Community Services Board



Beaumont

Grosse Pointe Park Farmers Market



Beaumont

Spirit of Giving Event



Beaumont

- Grosse Pointe Community Leaders Luncheon
- Bike safety and walking map
- Community ambassadors
- Advances in Medicine: From Genetics to Healing With Art
- Geriatric Art Making Study
- Bollyfit Program for homeless women and children
- Meals for the Homebound
- Loyola High School in Detroit
- Parenting Program



Beaumont Health & Fitness Center in St. Clair Shores

Beaumont's Sponsorship Committee



Beaumont

Announcements

Kristen Cavender

Closing Remarks

**Rick Swaine
Dr. Hoban**



Reflection



Father Rich

Many Thanks and Congratulations to All of You!

Happy Holidays!

