

CMO Update

Beaumont



In this issue:

- *Patient and Family-Centered Care—More than a dashboard*
- *Annual physician training*
- *CARTS Update*
- *Honoring Black History*
- *Pulse survey*
- *Ratings and reviews*
- *Message from John Fox, President and CEO*

Colleagues,

PFCC has got to be more than a dashboard. PFCC has to be how you think about your day to day life. If we could develop a culture where we ask, “What does that patient want” and “What does the family want,” we could produce better outcomes. This is what I want Beaumont to become.

At the PFCC Leadership Conference last fall, I talked about my “hard stuff.” I shared the story of my father’s final days and how the experience changed me. I chose to share this because it’s important to me to drive the change in culture. But first we need to understand what is preventing us from having that culture.

Currently, I feel like we are talking the talk but not walking the walk. We’re not quite there yet. The first step is for you to know that senior leadership is behind you 100 percent in this effort. In fact, in the message from John Fox below, he speaks to how PFCC is progressing. We will continue to move along our Moonshot journey using education, opportunities and measurement to improve quality, safety and outcomes. Please take a moment to read it.

On a final note, we need to help people understand the impact we can have on other people's lives. Absolutely, Beaumont is a safe place to be able to do the right thing. Currently, though, this is a bit too transactional. We need to get more emotional about this because if we stay at the transactional level, it's going to become a dashboard....and it’s got to be more than a dashboard.

Imagine Beaumont being that kind of a place.

Regards,

A handwritten signature in black ink that reads "Dave". The signature is written in a cursive, slightly slanted style.

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Physician annual training coming in April

Operating with integrity and transparency in all aspects of its business will enable Beaumont to live its Mission and Values, mitigate risk and become a leader in ethics and compliance. With that in mind, physician annual training is being created and will be released in April. I ask that you complete the modules immediately upon release. The purpose is to review the rules, policies and procedures that are relevant to our tasks and duties and demonstrate Beaumont's commitment to compliance and building a better workplace. Please watch for more details to be communicated next month.

Physician compensation transition update – Phase III implementation in progress

Beaumont successfully transitioned physicians in seven departments to a new unified physician compensation last year. The first year provided valuable insights that helped refine the process while confirming CARTS is the right solution for Beaumont and its physicians.

Phase III departments – Emergency Medicine and Pediatrics – began the transition this month. Contracts for physicians in Phase III departments will be effective May 1, 2019. All departments will be transitioned by Jan. 1, 2020.

Detailed information about the CARTS compensation plan will be provided as your department begins the transition. In the meantime, please take a few moments to learn more about CARTS in this [brief video](#). You may direct questions to your physician leader, chief medical officer or campus president.

Thank you for your continued commitment to providing the best care to the people of Southeast Michigan and helping Beaumont lead the way in moving to a value-based care model.

Honoring Black History

Beaumont honors the important contributions and achievements of African Americans throughout our nation's history during Black History Month.

As we celebrate past and present leaders, we recognize medical pioneers like Dr. James McCune Smith, the first African American to receive a medical degree; Dr. Myra Adele Logan, the first woman to perform open-heart surgery; and Dr. Daniel Hale Williams, who founded Chicago's Provident Hospital, the country's first black-owned, interracial hospital.

These health care pioneers and many others advanced the practice of medicine and paved the way for all of us to provide better, more accessible and compassionate care to the diverse patients, families and communities we serve.

Please join me in celebrating Black History Month and appreciating these stories and accomplishments year-round — and check out the Feb. 26 Blend article highlighting some of our Beaumont colleagues.

How are we doing? Take the five-minute physician survey to tell us

By now, I hope you have taken the Physician Pulse Survey that was sent to your beaumont.org email address. In case you missed it, search Feb. 4, 11, 18 or 25 to find your link. Please take a look at the [recap flyer](#) that was created to illustrate the many things Beaumont has implemented in response to your feedback from the 2017 survey. We appreciate your anonymous feedback before the **March 4 deadline**.

Ratings and reviews coming to Beaumont physician profiles

To ensure we provide our patients with valid and current ratings and reviews, patient experience ratings and reviews will be published on the Find a Doctor section of the beaumont.org website in spring 2019.

BMG physician pages on Find a Doctor and web search results will include 5-star ratings automatically based on CG-CAHPS data. While voluntary, affiliated Beaumont physicians with an ambulatory practice can opt into the

program. For more information, including benefits of participation and how to register, please visit providers.beaumont.org/starratings.

Message from John Fox, President and CEO



Dear physician colleagues,

Last year, we surveyed graduates of the Beaumont Physician Leadership Academy and asked, “If you could ask the CEO three questions, what would they be?” It will not surprise you that most graduates had more than three questions ready to go.

I plan to answer many of those questions in this column as well as in upcoming physician meetings and presentations. The first one I will address is about patient and family-centered care (PFCC). [Read more...](#)
