



SPECIAL MEETING
MEDICAL/DENTAL STAFF
JULY 10, 2014



AGENDA

- Welcome and Introductions – Jody Lomeo, President and CEO, Kaleida Health
- Kaleida Health Update – Jody Lomeo
- Physician Engagement Survey Results – Dr. David Hughes, CMO
- Action Plans – Key Stakeholders
- Question and Answer Session



WELCOME

- Welcome and Introductions – Jody Lomeo, President and CEO, Kaleida Health
- Kaleida Health Update

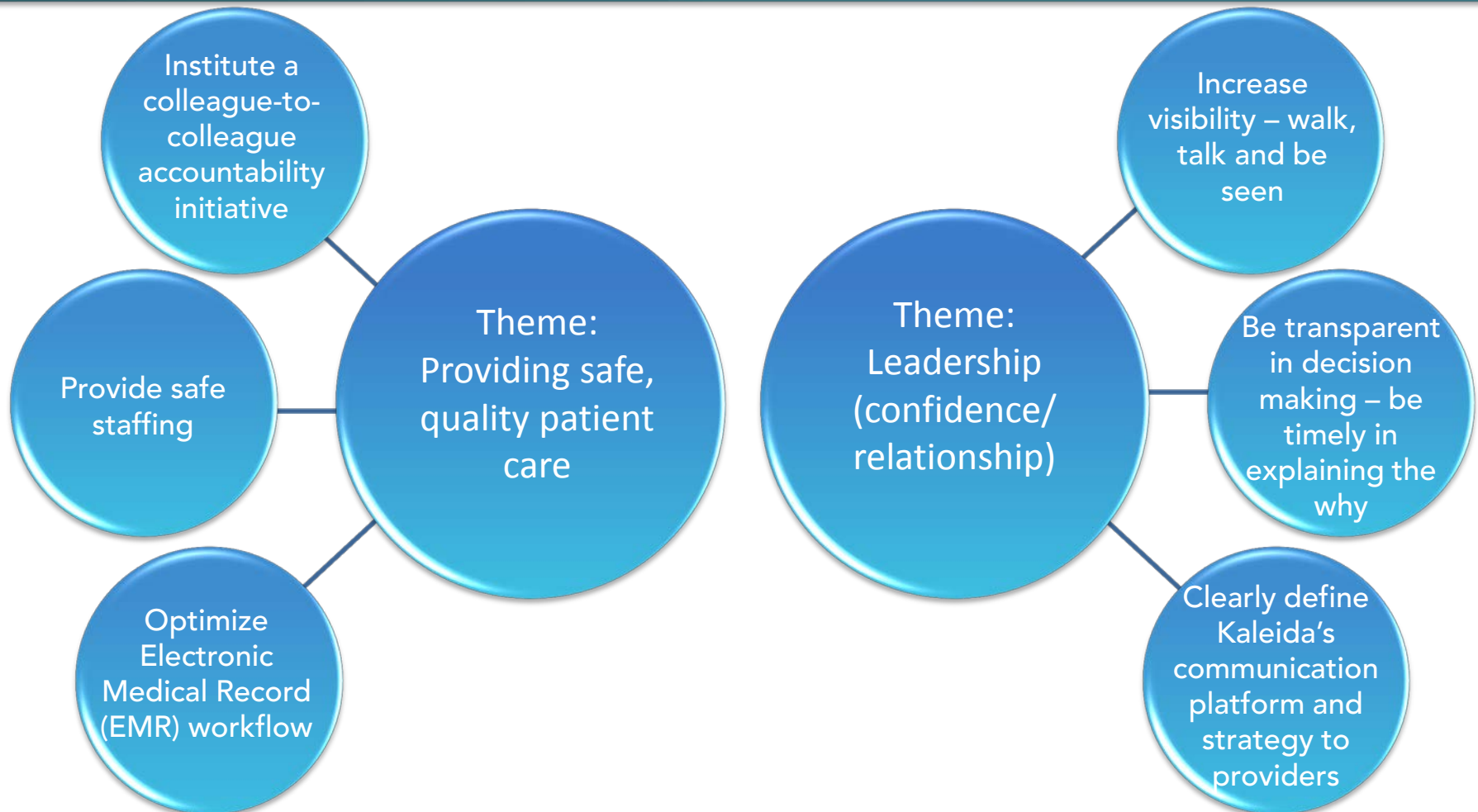


PHYSICIAN ENGAGEMENT SURVEY RESULTS

- Dr. David Hughes, CMO
- How did we fare?
- What has been done?

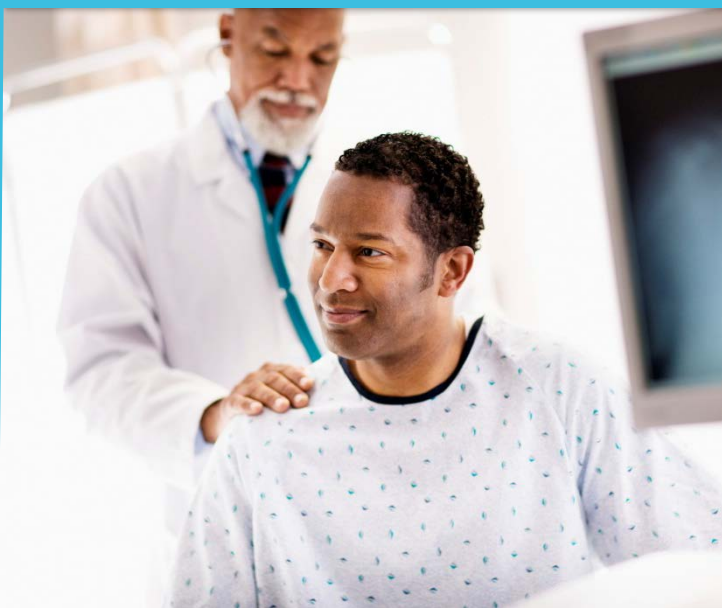


TWO THEMES AND SIX PRIORITIES EMERGED





THEME:
PROVIDING SAFE, QUALITY
PATIENT CARE



ADMINISTRATION WILL INSTITUTE A COLLEAGUE-TO-COLLEAGUE ACCOUNTABILITY INITIATIVE

Our Commitment:

- **Action 1:** A Physician Leadership Academy has been established.
- **Action 2:** A peer review process has been re-energized, including a new Peer Review Committee.
- **Action 3:** Site-level Chief Medical Officers are being appointed.
- **Action 4:** A new quality improvement and morbidity and mortality process is being implemented.
- **Action 5:** A new patient safety event process has been established.



ADMINISTRATION WILL PROVIDE SAFE STAFFING

Our Commitment:

- **Action 1:** New CNO's have been hired at BGMC, HighPointe and WCHOB.
- **Action 2:** Benchmark staff ratios will be used and staff input sought.
- **Action 3:** Invest in nursing leadership and staff development.
- **Action 4:** Develop a true partnership with labor unions.



ADMINISTRATION WILL OPTIMIZE ELECTRONIC MEDICAL RECORD (EMR) WORKFLOW

Our Commitment:

- **Action 1:** Administrative leaders appointed: Dr. Sanford Levy as Physician Advisor and Dr. Peter Winkelstein as Chief Medical Informatics Officer (CMIO).
- **Action 2:** Refine physician governance around EMR to increase clinical collaboration and improve communication.
- **Action 3:** Administrative leaders will continue regular rounds to collect feedback and respond to concerns.
- **Action 4:** Deploy resources to better utilize data within the EMR.





THEME: LEADERSHIP
(CONFIDENCE/RELATIONSHIP)



ADMINISTRATION WILL INCREASE VISIBILITY – WALK, TALK AND BE SEEN

Our Commitment:

- **Action 1:** Develop a rounding schedule.
- **Action 2:** Round regularly at all the sites.
- **Action 3:** Follow-up on the information obtained.



ADMINISTRATION WILL BE TRANSPARENT IN DECISION MAKING – BE TIMELY IN EXPLAINING THE WHY

Our Commitment:

- **Action 1:** Secure significant Physician engagement in strategic decisions for Kaleida Health.
- **Action 2:** Strengthen our partnership with you through operational transparency.
- **Action 3:** Rapidly communicate decisions to our Medical Staff, including rationale.



ADMINISTRATION WILL CLEARLY DEFINE KALEIDA'S COMMUNICATION PLATFORM AND STRATEGY

Our Commitment:

- **Action 1:** Overhauling medical/dental staff offices' role in Physician communications.
- **Action 2:** Streamline volume and content to provider kaleidahealth.org email – reduce “noise”.
- **Action 3:** Developing a coordinated marketing and communications strategy that aligns business development, Physician communications, internal communications, marketing and advertising.





QUESTION AND ANSWER SESSION EXECUTIVE LEADERSHIP

