Beaumont Health’s three-year strategic plan is underway and one of the eight areas of focus or “imperatives” is the Employer of Choice. This and other “foundational” imperatives will allow Beaumont to be successful in a new and evolving health care environment.

To achieve the goal of becoming the Employer of Choice in Southeast Michigan and beyond, that reputation must first be established with the current Beaumont team members.

Offering a full range of competitive compensation and benefits is certainly a fundamental piece of being an Employer of Choice. That is what many people would associate with the term, and we are certainly focusing on these areas. But being an Employer of Choice also includes such things as providing employees the development and growth opportunities to help them accomplish their personal and professional goals, enabling employee well-being, and being an inclusive organization where people of all cultures and backgrounds feel welcome as equal.

See, Employer of Choice, continued on p. 2
members of the team. It is really about the very culture we all create together for Beaumont Health and the pride we take in being part of a great team.

“Everyone has a role in helping Beaumont Health earn and sustain its reputation as an Employer of Choice,” said Paul Conway, senior vice president, chief human resources officer and leader of the Employer of Choice initiative. “Whether it is the people working on pay and benefits matters or other functional areas, or the managers or supervisors privileged to lead a team, or the dedicated team members delivering compassionate, extraordinary care every day, every person’s interactions contribute to the culture of Beaumont Health as a place where people want to be or not.”

It all starts with our communication with one another. As we become a larger organization, sometimes communications can be more complicated, but we need to make every effort to enable strong two-way communications, one-to-one, in work teams and as an organization.

Creating that dialogue with employees is well underway, with several initiatives recently implemented to engage employees and generate feedback.

These include:

- the recent Total Compensation and Benefits Survey, with 40 percent employee participation
- the Ask John email where employees can send their questions directly to John Fox, president and chief executive officer
- the Trust Line, a way for employees to anonymously report Compliance issues
- the employee badge design survey, with more 13,000 votes cast

Additionally, an employee engagement survey is planned for July to get more employee feedback and in August we are planning to announce a common benefits structure. More benefits integration information is available in the graphic on the front page.

Like the rest of the strategic imperatives, the Employer of Choice will include ongoing and evolving initiatives over the long term, including:

- fostering an environment of trust, empowerment and engagement
- attracting, selecting and retaining top talent
- demonstrating our commitment to diversity and inclusion
- providing opportunity for personal and professional growth, development and well-being

Ultimately, it requires all of us to ensure Beaumont Health is, and is perceived as, the Employer of Choice in Southeast Michigan. Employee advocacy is key, whether it’s recommending Beaumont as a great place for quality health care or as a great place for a career.

“We want employees’ experience with Beaumont Health to be a genuinely positive relationship and for every team member to be proud of what we do and who we are,” said Paul. “Including Employer of Choice as a strategic imperative will ensure we keep Beaumont Health team members at the forefront of our considerations and decisions.”
The roll-out of our new Beaumont Health badges is now underway and reflects some changes in policies of the three founding organizations. The new Identification Badge policy was recently approved by the Executive Leadership Team and can be found on the Beaumont Health intranet.

Badges help to establish a safe environment promoting patient and staff safety, as well as effective communication with patients, families and fellow employees. Our badge helps patients identify licensed and direct patient care providers. Our badge reinforces the Beaumont Health brand with a simple, common badge format and color. It is used in many other ways, from access to parking and restricted facilities to time clock access to conveniences such as purchases in the cafeteria, gift shop and other employee services, depending on the facility.

All employees, students, volunteers, independent physicians and contracted personnel are required to wear a photo identification badge that displays first name and last name on the front of the badge. The only exception to badge names is clinical staff, other than physicians, who are regularly assigned to work in emergency, psychiatric or geropsychiatric units. They will have their first name and last initial on the front of the badge. A list of approved State of Michigan licensures that are included on the badge can be found in the policy. The badge will not display academic degrees or other credentials.

Badges must be worn at all times and shown to security officers upon request. Badges must be worn during working hours, at organizational events, at work-related meetings and for in-service programs. A badge will be worn on the chest area no lower than the upper torso of the outermost garment of clothing. Only Beaumont Health-issued lanyards and badge clips are allowed. Lanyards and badge clips must also be worn on the chest area and hang no lower than the upper torso.

No objects of any kind may be attached to the badge or lanyard. Attachments can interfere or destroy the badge. Departments can provide clear plastic holders to attach to the back of the badge to contain personal or other important information. Plastic cards with safety information or other corporate information can also be attached, but must be approved by the department leader.

Badge distribution will be managed department-by-department throughout Beaumont Health. The roll-out is expected to take approximately 90 days. During this transition, new employees or those who must obtain a replacement badge will be issued the new badge. Given the volume of badges to be created, existing photos will be used. If Security is missing a photo, you may be contacted to have a new one taken. If you’d like a new photo, you can visit your badge issuing office and request that one be taken. Leader photos taken by Marketing or your personal favorite photo unfortunately cannot be used in this badge system.

Need some clarification? Check out the frequently asked questions posted on the Beaumont Health intranet.
Sarah smiles
After 75 days in the hospital, a young mom finally goes home

A huge crowd of caregivers, friends, family and well-wishers came to the Oncology unit at Beaumont Hospital, Farmington Hills March 8 to hug Sarah Roberts, 29, and wish her well as she was being discharged home.

Team members even came in on their day off, with their young kids in tow, to say goodbye to this very special young woman who touched their lives.

New to the area and without a family physician, Sarah went to several local urgent care centers in December and been through three rounds of antibiotics. Then, on Christmas Eve, Sarah came to the Emergency Center. At 2:30 a.m., she was diagnosed with acute myelogenous leukemia, a disease that can become quickly fatal without treatment.

The wife and mother of two kids, ages 4 and 2, had several brushes with death during her 75-day stay.

Now, thanks to the team at the Farmington Hills hospital, Sarah can’t wait to see her kids, who’ve been cared for during the past two months by her in-laws who live in Virginia.

Sarah’s discharge party was festive with cake, 75 balloons—one for each day in the hospital—and special ‘Team Sarah/Not Alone’ T-shirts purchased from a GoFundMe webpage developed as a way for people to show their support for Sarah and her family.

How we can all take steps to protect patient information

Data breaches continue to happen and protecting sensitive information, specifically for our patients, remains a concern for the health care industry. According to a recent statistic, 73 percent of organizations had an internal security incident in 2015.

However, with a strong security program, organizations can protect their most vital information by ensuring cybercriminals cannot break through the employee firewall.

Beaumont Health Compliance and Information Security are teaming up to launch new online training. It focuses on information security to help employees learn key steps they can take to protect patient information as well as their own personal data.

The debut of the four new modules started this week. The modules will take about 10 minutes to complete. Legacy Beaumont and Botsford are rolling out all four security modules at once. Founding Oakwood is rolling out one per quarter. The modules should be completed by the end of the year.

The new information security training is available through the online educational portals on our intranets. For more information about protecting patient information, visit our Compliance Web pages.
Three ways emergency care will improve through clinical alignment

How can Beaumont Health achieve clinical alignment for value-based care, be identified as best-in-class for quality, safety and service, while developing new programs to stay on trend with patients’ needs?

“We can start by looking at the first place where many of our patients go to receive care – our Emergency Centers,” said Malcolm Henoch, M.D., associate chief medical officer of Acute Care, and co-lead of Clinical Care Programs across Beaumont Health. “Collectively, we have had more than 492,000 emergency visits annually.”

The Emergency CCP created subteams and have identified three clinical opportunities to focus on to further improve care. They include: focusing on transfers; stroke symptoms presented in the Emergency Center; and sepsis.

#1 Reduce transfers
Led by James Ziadeh, M.D., chief of Emergency Medicine at Beaumont, Royal Oak, the Transfer Committee is comprised of a team of emergency physicians, nurses and others. “One of our goals is to reduce the number of patient transfers from Beaumont Health Emergency centers to outside facilities,” said Dr. Ziadeh.

The team learned the high-number of transfers were largely attributed to a competing site offering a higher level of care, or the services needed were not available. The team’s plan calls for a reduction in transfers, so that the patient’s care is provided within Beaumont Health.

#2 Develop clinical care protocol to treat stroke patients
Sanford Vieder, D.O., chair of Emergency Medicine, at Beaumont, Farmington Hills, leads the subteam to recommend and implement plans for evidence-based, clinical care protocols used in the Emergency Centers. “This will ensure consistent care is delivered for Beaumont Health patients who present with signs and symptoms of stroke or TIA in the Emergency Center,” said Dr. Vieder.

This subteam is in its learning phase. Some early progress includes:

- reviewing current order sets to identify differences and commonalities
- making recommendations for unified order sets
- developing stroke awareness plans to meet improved care and accreditation standards

#3 Sepsis education and awareness
William Anderson, M.D., chief of Emergency Medicine at Beaumont, Troy, is leading the initiatives and strategy on the sepsis team. The team will focus on four main areas: education, surveillance, standardization and evaluation.

“Our team’s strategies include creating an educational infrastructure for sepsis initiatives across Beaumont Health. Our goal is to improve sepsis care by early recognition of the septic patient and creating end user alerts in Epic/oneChart so Emergency and inpatient care team members are aware and provide appropriate care,” said Dr. Anderson.

Stroke and sepsis are high acuity, high visibility and common inpatient clinical conditions, said Dr. Henoch. “We are interested in perfecting our care, particularly when, many times, these patients are first seen in the Emergency Center.”

In addition to improving clinical care through these initiatives, Dr. Henoch said bringing physicians together allows them to get to know one another and learn how to work together more effectively as Beaumont Health. “We should take advantage of our colleagues’ knowledge, professional expertise and experience and identify it as a ‘best practice’ so that we can learn and become better known for providing extraordinary patient care,” he said.

What say you?

Every now and again, we like to pose a question to the Beaumont Health team and here it is:

Do you like Mondays? What makes you want to get out of bed and come to work?

Email your responses to BeaumontBlend@beaumont.org. We could use your answer in an upcoming feature.
Beaumont fellow challenged to build Detroit

“Live, work, play, give and lead Detroit” is the motto that Beaumont administrative fellow Annie Gough has lived since August. That’s when she began a fellowship at Challenge Detroit, a leadership and professional development program. Annie’s fellowship was hosted by Beaumont Human Resources.

Annie is proud of what she’s accomplished at Beaumont. She played an integral role in the Employment Resources for Military Veterans and Spouses program, which provides open office hours for veterans and their spouses to receive assistance in creating resumes, career planning and discussing open positions at Beaumont.

“Before the end of my fellowship year, I hope to see Beaumont’s veterans program as an active source, both for veterans to gain fulfilling employment, as well as for recruiters here to find skilled and driven talent to welcome into the health system,” Annie said.

A native of Grosse Pointe, Annie grew up caring for and involved in Detroit. At a job fair, she noticed the Challenge Detroit booth and knew it was the right step for her to take after graduating from Kalamazoo College with a degree in English and writing.

Challenge Detroit is in its fourth year and aims to engage its fellows in and around Detroit installing a greater knowledge of the region, its resources, challenges and potential; while cultivating a workforce loyal to Detroit. The fellows work four days a week at their host companies, and gather on Fridays in Detroit where they are presented with a challenge, or focus question, from a nonprofit, such as Detroit Public Schools or the mayor’s office.

The fellows have five weeks to work as a team to overcome the challenge. “I’d describe what we do as idea consultants. We brainstorm, each of us bringing to the table our experience from our host companies, and then we create a report entailing our ideas for the nonprofit that presented the challenge. Many of them implement our ideas. It’s great to see,” said Annie.

She experienced the work that went into combining the three legacy health systems during the merger. “Beaumont is one of the largest employers in Southeast Michigan, and I have been able to observe the fascinating process of a company merge. I have learned just how much the Human Resources department is responsible in sustaining a large organization and how much of the merge falls on this group of people,” she said.

After completing her fellowship at Beaumont, she plans on going back to school to earn a master’s in creative writing. “I hope to return to the Detroit and build on what I’ve learned and gained at Beaumont and Challenge Detroit,” she said.

For years, Beaumont has participated with Challenge Detroit and hosted fellows in a variety of locations. It’s a great opportunity to get involved in the revitalization of the city.

“I hope to return to Detroit and build on what I’ve learned and gained at Beaumont and Challenge Detroit.”
Aphasia: Stuck in a world all your own

It’s a double whammy: As if having a stroke isn’t bad enough, up to 40 percent of those who survive a stroke develop aphasia.

Don’t know what aphasia is? You’re not alone. Most people have never heard of it, even though it affects more than 1 million Americans and is more common than Parkinson’s disease, cerebral palsy or muscular dystrophy. About 180,000 stroke survivors will acquire aphasia this year.

Aphasia stops a person’s ability to communicate. It occurs when the brain has been hurt, such as during a stroke, head trauma, a brain tumor or an infection.

Aphasia:
• inhibits, sometimes almost completely, a person’s ability to speak and understand what is being said
• dampens a person’s ability to understand written materials and keeps the person from being able to write
• does not affect intelligence

“It can be devastating,” said Stacy Brown, a speech pathologist at Beaumont Hospital, Trenton. “You know what to say and you can’t get the words out. It becomes isolating and is tough on the family as well.”

Stacy, along with speech pathologists Kathy Collop from Beaumont Hospital, Wayne and Lynne Porter, from Beaumont Hospital, Dearborn, are starting their fourth year of hosting a free support group for people with aphasia and their family members. The group meets from 4-6 p.m. the second Tuesday of each month at Beaumont Hospital, Taylor.

There is no cure for aphasia, Stacy said. Speech therapy is the only way to get better, once the underlying reason for the aphasia has been treated.

“A lot of patients get better. But still, some of them don’t get all the way better – that’s what haunts us,” Stacy said. She added that while everyone is different, the most improvement is seen between three and six months, while some cases take a year or more.

In many cases, according to The Mayo Clinic, aphasia is self-diagnosable by recognizing these symptoms:
• Behavioral – a persistent repetition of words or actions
• Speech – difficulty speaking or jumbled speech
• Difficulty building and drawing things
• Loss of the ability to write

Stacy has been a speech pathologist for 22 years. Almost all of her patients have had strokes. She said that while aphasia can strike a person at any age, she most often sees patients who are older and more inclined to have a stroke.

If you or someone you know would like to attend the Beaumont, Taylor aphasia group meetings, call 313-593-7760.
Retirement: We all think about it, but not enough of us plan for it

With the recent announcement of a retirement plan for all Beaumont Health employees consisting of an annual Beaumont Retirement Contribution and a common Company Matching Contribution, now is a great time to look at your options and start planning your future. With the common Company Matching Contribution, Beaumont Health makes a planned matching contribution to your 403(b) Plan each year, if you contribute to the plan and we meet or exceed our annual financial performance goals.

What is a 403(b)?

According to the Internal Revenue Service, a 403(b) is a retirement savings plan, which means you can have money directly deposited from your paycheck into your retirement account before taxes are taken out. Earnings and gains on your 403(b) savings aren’t taxed until you begin to withdraw them when you retire.

Don’t leave money on the table!

In addition to pre-tax deposits from your paycheck, Beaumont Health will provide a matching deposit into your account each year. The Company Matching Contribution provides a match of 75 percent, 50 percent, 25 percent or 0 percent of your 403(b) contributions up to 4 percent of pay. The amount of the company match will be decided at the end of each year based on the financial performance of the organization.

Other things you should know about a 403(b):

• You can begin withdrawing from your account penalty-free at age 59 ½. See your specific plan for withdrawal guidelines.
• If you leave your job at Beaumont Health, your 403(b) account can be rolled over to another financial account such as an IRA, distributed to you, or it can remain in the plan.
• When you are 70 ½, you must withdraw a minimum amount each year, or you could be fined by the IRS.
• You can contribute up to $18,000 per year as per the 2016 IRS guidelines. If you’re older than 50, you can increase that amount to $24,000, so you can catch-up on savings.
• 403(b) investments are usually mutual funds, not stocks and bonds. The default option in your plan is designed to allocate its mix of investments based on how far you are from retirement, assuming retirement age is 65.
• You may be able to borrow from your 403b savings plan – see your specific plan for loan guidelines.

You are always 100 percent vested in your own contributions to the 403(b) Plan. See your specific plan for a vesting schedule relating to the Company Matching Contribution portion of your account.

Work with a coach to help improve your health

Over time, health risks naturally increase because of age, genetics or the effects of our daily habits. Most people know this, but is it inspiring you to lead a healthy lifestyle?

Knowledge leads to success when we put it to good use. That’s why participants in the Bwell Healthy Lifestyle Coaching program use personal knowledge of risks, obstacles and motivation to guide healthy living actions. The results are improved health risks, protection from worsening health over time and a significant reduction in stress.

The Bwell coaching program is:

• Confidential. Your personal health information and coaching discussions are not disclosed to anyone.
• Inclusive. All Beaumont Health employees and spouses are eligible for a complimentary coaching package in 2016.
• Effective. Participants in the Bwell Healthy Lifestyle Coaching program significantly reduce their stress and protect their health from worsening over time.

“I signed up online and had my first telephone consultation with coach Peggy Manchester. During our meeting, she was able to help me set up a Personal Action Plan. This included my health vision, my long-term goals, my motivation and the action steps on how to start my journey,” said Debbie Clark, physician liaison at Beaumont Hospital, Farmington Hills. “Through the support I received from Peggy, I have been able to carry this over to my husband as well. He recently had his quarterly blood test and because of our dietary changes he has been able to decrease his blood pressure and cholesterol medications. That is living proof that making healthier choices does make a difference.”

To get started on your lifestyle coaching journey, complete this Readiness to Change survey. For more information including coaching videos, more testimonials and coach biographies, visit the Healthy Lifestyle Coaching web page.
Patrick O’Grady is the first person most people see when they enter the surgery center at Beaumont Hospital, Wayne.

Lucky for them.

Now a patient representative, Patrick has worked for the legacy Oakwood system since 1989. He staffs the front desk at the surgery center, but his role is much more involved than greeting and signing in patients. He keeps them informed about what’s going on, directs them wherever they need to go, checks in on patients and their families throughout their procedures and tries to head off any complaints. “It’s pretty busy, but I really like it,” he said. “I’m not just sitting at the desk constantly.”

He began his career as a chemical dependency counselor at the former Merriman Hospital in Westland. After a nine-year stint as a medical assistant at what was then Seaway Hospital in Trenton (now Beaumont Hospital, Trenton), he transferred to Wayne, where he has been for the past 14 years. At first, he worked in the west lobby and then moved to the surgical center when it opened in 2004.

“I’ve always liked dealing with people and patient care,” he said. “I like taking care of people, or talking with them to get to know them. Every day is different—different types of people, different types of personalities to deal with.”

Because of his long and diverse background in the field, he said he can usually anticipate the needs of patients and their families to make their visit more comfortable and less stressful. Usually, he said, it’s a matter of communication. He lets patients know what to expect—through the pre-surgery letters he sends out or by explaining it when they come in. He keeps tabs on the families in the waiting area and keeps them updated on their loved ones’ progress, too.

“How you approach someone is really what it’s all about,” he said. “When they come in, they’re scared, nervous, afraid or anxious. You comfort them. I can tell if they’re a little upset and angry. I try to work with that.”

And he does it well, according to Kathy Curry, clinical manager of the surgery center. “He’s fantastic. I wish we could clone him,” she said. “He always goes above and beyond and is willing to do anything. He’s definitely an asset to our team.”

The families in the waiting area may watch the clock, but Patrick never does. Although the surgeries are usually scheduled for early in the morning, if they run long he said he’s happy to stay after his shift ends at 2 p.m. to keep family members informed and comforted. “I can usually feel if they’re upset or if they’re in a bad mood or if they’re not feeling well. I try to approach them in a way that doesn’t upset them more,” said Patrick. “You have to feel what they’re feeling; you have to have empathy with them. We’ve all been there.”