Department of Pediatrics
Staff Grand Rounds

Mike Rogers, MBA
Associate Department Chair, Administration and Finance
Administrative Director
WHAT IS THE DEPARTMENT OF PEDIATRICS’ STRATEGY?
The “Quadruple Aim”

What is it and how are we implementing it into our Department’s daily actions and culture?
VALUE = QUALITY/COST
Department of Pediatrics/PCH ---- “Quadruple Aim”
Quadruple Aim” Patient Experience – Patient **Parent's** Experience
“Quadruple Aim” Patient Experience
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What is the Department of Pediatrics doing to Improve Patient Experience?

• Significant Departmental Investment in Clinical Enterprise
  - Additional Clinic MAAs (piloting 1 to 1 ratios)
  - Adding Multiple Mid-level Managers
  - Access Workgroup
  - Clinic Space Workgroup
  - Patient Tracking Software Expansion (Trace)

• Implementing CE improvements to make a more user friendly experience for patients
  - Press Ganey integration with PCH (no longer 2 surveys)
  - 7 month rolling template (making it easier to get your next appointment)
  - Improving medical question real-time resolution through greater training and integration with CE MA's and division nurses

• Improving Service Level to Patients (heightened sense of awareness on the things that matter to our patients (patients parents))
  - Improved service level to patients
    - Answering 61% of calls within 30 seconds (target 70%) up from 34.1% at beginning of year in scheduling
    - Answering 54% of calls within 30 seconds (target 70%). Up from 14.2% at beginning of year in triage
  - Increased % of patients with MyHealth from 59.7% to 69%.
  - Increased Top Box scores for:
    - Concern of nurse/asst by 7 points YTD
    - Ease of Contacting by 6 points YTD
    - How well Nurse/Asst Listen by 5 points YTD
    - Information about delays by 5 points YTD
Outreach Locations

Out of State
• Montana
• Idaho
• Alaska
• Nevada
• Wyoming

In State
• Provo
• St George
• Murray
• Logan
• Layton
• Riverton
• Bountiful

Improved Patient Experience with “Care Closer to Home”

Primary Children’s Hospital, Miller Campus, Lehi Utah
Improved Clinician/Team Experience - "Employer of Choice"
Improved Clinician/Team Experience- “Employer of Choice”

- Implementing Staff Position “Career Ladders” (more actions in the queue!)
- Kept salaries enacted during the pandemic when other departments/companies cut salaries for employees not working.
- Department Wide Bonuses in Nov 2021 and Nov 2019
- Implementing off cycle market adjustments twice last fiscal year October 1, 2021 and April 1, 2022. (for qualified positions)
- Offering funds for team wellness “Joan Sheetz Resiliency Award”. (ropes course, team building activities, wellness lunches, etc.)
- Divisional Pizza Parties for Patient Experience experts!
- Flexible working schedules (Telecommuting)
- Reinstating Staff Grand Rounds
- Parties, Parties Parties “This will be the year of the party in the Department”

Angelo Giardino
Spring Party
Improved Clinician/Team Experience- “Employer of Choice”

- Investing in more Division Managers than we have ever had before
- Continued/Upgraded iCentra Trainings
- Investing in QGenda Scheduling and Space Optimizer
- Restructuring Clinical Enterprise
- Improving triage with specialized division specific nurses
- Adding middle level managers to help CE managers
- 1-1 MA Model Pilots
  - Reduced scheduling messages hitting pilot division’s provider inboxes by ~30%
  - Reduced Triage MA medical question messages hitting pilot division’s provider inboxes by ~45%
  - Reduced all messages hitting pilot division’s provider inboxes by ~20%
- TIP “Thriving in Pediatrics”
  - Staff and Faculty Wellness Champions
  - Wellness Retreat
  - Monthly Initiatives (Nurse week, Pride month Earth day, Dr. Day)
- 250 Tower Pediatric Patient Access Center (PPAC) Co located with PCH team
Old Call Center, 419 Wakara Way

Yikes, sorry it took so long!
New Pediatrics Access Center

WOW !!!
250 Tower Ribbon Cutting Celebration
Improved Clinician/Team Experience - “Employer of Choice”

New Departmental Faculty Initiatives

- Academic Catalyst (Dr. Karen Buchi, Brandy Harman)
  - Career Development Resource for all Departmental Faculty
- Associate Chair of Faculty Development (Dr. Ann Blaschke)
- Associate Chair of Community and Global Engagement (Dr. Jeff Robison)
- Vice Chair of Justice, Equity, Diversity and Inclusion (JEDI) Dr. Q (Nguyen)
- Associate Chair for Faculty Engagement (Dr. Nancy Murphy)
  - This role will focus on design and implementation of a process for faculty to enhance their interpersonal and professional skills that will complement their career development plans.
  - **Women in Pediatrics** - Nancy will also lead this specific initiative focused on providing support, coaching and advocacy to all women faculty in the Department
We are not done working hard on all aspects of the Quadruple Aim- Still much to be done!
“There’s no person in the whole world like you, and I like you just the way you are.”

-Mister Rogers