

# 4 departments 1 process

April-May 2014



**Wheaton Franciscan Healthcare**

# Our Organization

- Wheaton Franciscan Healthcare ministries in Illinois, Iowa, and Wisconsin
- Franciscan Ministries housing for underserved in Colorado, Illinois, Iowa, and Wisconsin



Wheaton Franciscan Healthcare

# Our Organization

Hospital  
Campuses

14



Affiliated  
Physicians

2,172



Long-Term  
Care Facilities

3



Employed  
Physicians

518



Home Health  
Agencies

2



Associates

17,229



Wheaton Franciscan Healthcare

# Wisconsin Sites

## ■ Wheaton Franciscan Healthcare

- All Saints
- Franklin
- St. Francis
- Elmbrook Memorial
- St. Joseph
- Midwest Spine and Orthopedic Hospital and Wisconsin Heart Hospital
- Wauwatosa (OP)
- Brown Deer (OP)

## ■ JV - Midwest Orthopedic Specialty Hospital



Wheaton Franciscan Healthcare



# Mission, Vision, Values

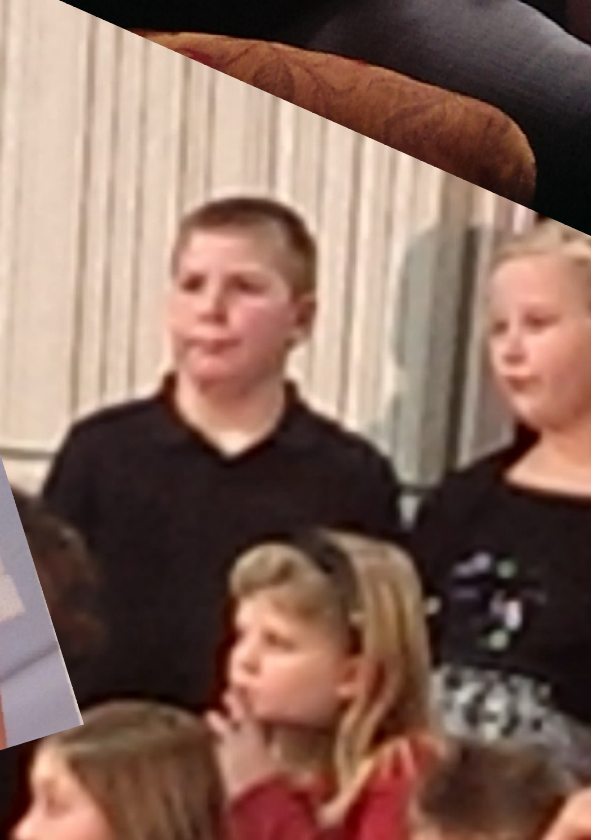
## **MISSION**

Wheaton Franciscan Healthcare is committed to living out the healing ministry of Jesus by providing exceptional and compassionate health care service that promotes the dignity and well being of the people we serve.

## **VISION**

Our health ministries will be recognized in each community we serve for superior and compassionate patient service, clinical excellence, as the health care employer of choice, and the preferred partner of physicians.





# Housekeeping

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- I'm sharing everything so all of the charts, forms and graphs are available for you in open files.
  - Drop me a line and e-mail you the presentation.
  
- WFMG = Wheaton Franciscan Medical Group
  
- We break our markets into three.
  1. North
  2. Central
  3. South



# Let's find out about us

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## □ Who are we?

- Physician Relations, Provider Development
- Physician Recruiters,
- Strategic Planners
- Marketing

## □ Where do we work?

- Medical Group a division of the hospital
- Hospital
- Stand alone Medical Group



Wheaton Franciscan Healthcare



# Who helps who?

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## Your Leadership

- I report to a Director
- I report to a VP
- I report to a SVP
- I report to the President



# Planning

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To what degree are you involved with the development of the Medical Staff Development Plan (MSDP)?

- I'm at the table
- The person I report to is at the table
- We don't have a MSDP
- We don't have a table

## Your MSDP

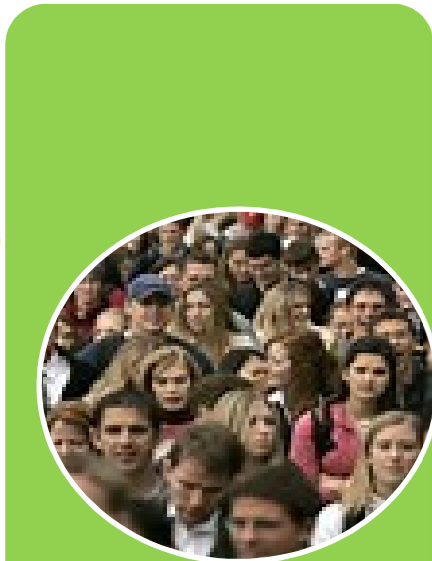
- 1 year plan
- 2 year plan
- 4 year plan
- 5 or more year plan





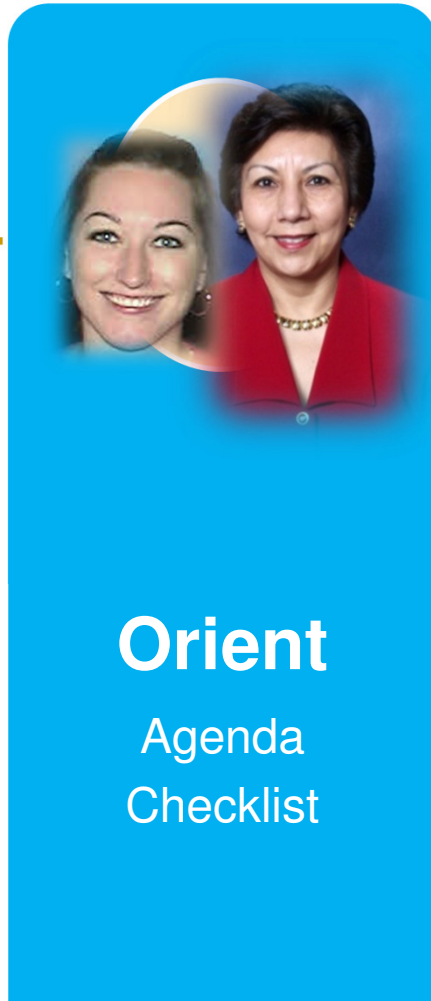
## Recruit

MSDP  
Pipeline Report



## On-Board

On-Boarding  
tele-conference  
and Report



## Orient

Agenda  
Checklist



## Retain

Practice Building  
Dash Board



Wheaton Franciscan Healthcare

# definitions

## Recruiting-

From the moment a position is approved to the day the physician starts



## On-Boarding-

From the moment a contract is signed to the day the physician starts



## Orientation-

From the moment the start date is selected to the day they see their first patient



## Retention-

6 months before the physician starts until they are at the 50<sup>th</sup> % of AMGA

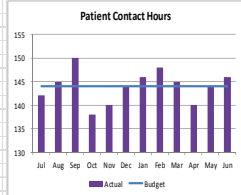
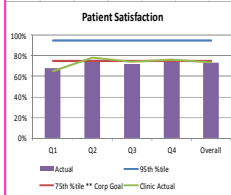
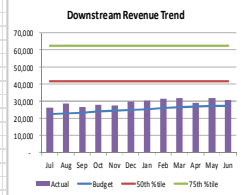
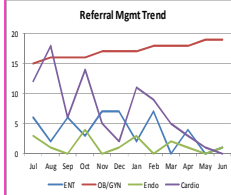
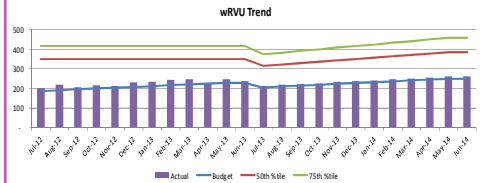




**WHEATON FRANCISCAN HEALTHCARE - MEDICAL GROUP**  
Practice Development Scorecard

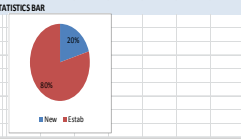
Prepared On: 09/11/12

PROVIDER A



**Location Demographics \*\* Top 5 zipcodes**

Count	% total	New	Estab	
53132	1100	27%	100	1000
53129	570	14%	170	400
53213	448	11%	48	400
53214	204	5%	54	150
53226	1466	36%	400	1066
all Unique	3788	77%	772	3016



Free Text for notes

North Market Medical Staff Development Plan updated 5/13/2013

Start Date	Fiscal Year	FY 2013	FY 2014	FY 2015	FY 2016	Comments
			Aug-13	Aug-14	Aug-15	
Primary Care						
SJH-POB 6th Floor			SJH-POB FP (1)	SJH-POB FP (1)	SJH-POB FP (1)	Needed this fall
Wauwatosa 201			1 (IM or FP)			growth/replacement
EIM			1(IM)			replacement
Sussex			1(FP-DO)			growth/replacement for Davis
Pewaukee			1 (FP)			growth
Sub Total		0	5	1	1	

Specialists:

Allergy: Track All. Center of Milw. aging group. Zache spoke with them 2/1/13

Cardiology: 0

Dermatology: Berman & Hersenson signed as Part Time at Brown Deer and Cap & Lily

**WFMG Provider On-Boarding Spreadsheet**

Month	Provider's Name	Degree	Provider Specialty	On-Boarding contact	Clinical site-manager	Practice location(s)	Hospital Privileges needed at:	WFMG Ops Targeted start date	Privileges granted at:	Next steps & Status update	Orientation Dates & Location
<b>April, 2013</b>											
	Papin, Gayle	NP	Obstetrics	Tanya/Beth Schwitt	Beth Schwitt FRK, Reiman	FRK, EMH, SH, St. Luke's	4/22/2013			keep on spreadsheet until credentialing goes through. Waiting on temp. pri. SH and Franklin. EMH in Aug. But can have temp. pri.	4/22 & 4/23
	Care, Kerry A	MD	Palliative Care	Jodi	contact Dr. SH	SH, EMH, TWHH, SH, FRK, AS	9/1/2013			Binder sent 3/16/13, returned 3/22. Paperwork sent to depts. 3/26. Needs credentialing by 9/1/13. Missing 1-2 site specific items.	4/15/13 & 4/16/13
<b>June, 2013</b>											
	Mehls, Anne	PA	Family Medicine	Linda King	SH		6/17/2013			Returning binder today 5/29/13. credentials in July	6/17 & 6/18 SH
<b>July, 2013</b>											
	Bialik, Dinah	MD	Hospitalist	Jodi	Pati Peterson	SH	SH	7/1/2013		Will send out binder on 9/21/12. Binder received 11/28/12. Paperwork sent to depts. 11/30. State license issued on 3/12/13.11. Visa. Start date may change	

**WFMG Recruiting Pipeline Report** as of 8/7/2013

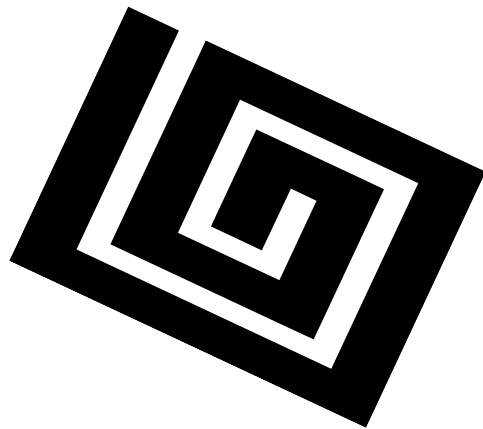
PHYSICIAN NAME	SPECIALTY	WFMG LOCATION	MARKET	Recruiter	Status and next steps
	DERMATOLOGY	Albion	SOUTH	Carol Kammer	On the 1000P. Recruiting has not started as the Business Case has not been developed.
	PRIMARY CARE	Sussex Family	NORTH		On the 1000P
Schwartz, Justin MD	Family Medicine				6/27/13 21% reduction in 1st Choice. Next program. Spoke to Dr. Bialik. Willing to start the position.
	PRIMARY CARE	Sub POB	NORTH		On the 1000P
Chavan, Arjun MD	Family Medicine				6/27/13 Currently practicing in northern Illinois. Wife has family in WI and would like to move. Has several years of practice in WI/IL.
	FAMILY MEDICINE INTERNAL MEDICINE	Central			Business Case approved by SH/Finance
	DIAGNOSTIC RADIOLOGY	Albion	SOUTH	Carol Kammer	On the 1000P
Heck, Jason - 2014	GI	3317 Spring			Annex (St. Rosemary) approved - 2014
Carson, Suzanne - 2013	GI	3317 Spring			529 - 45% starting via new Financing PD & credit ratio. 214453 - 50% with candidate. Awaiting PD review. 529 - Particularly at St. Joe's as a hospitalist. Giving eval from Dr. S. G. G.
Sub, Anshul	GI	3317 Spring			529/13 - 50% candidate. Training given not include ERCP.
Samuel, Brian - 2014	GI	3317 Spring			529 - 50% candidate. Will do with credit ratio. Not ERCP training or license. 529 - Talk tag. Will correct and issue. 519/13 - had not heard from candidate. re-connection and awaiting a response. 519/13 - Left message for candidate to contact me. 529/13 - MCV program. Dr. Samuel's doctor.
	HEMATOLOGY / ONCOLOGY	Center Center	SOUTH		On the 1000P
Chavan, Prithvina	Hem/Onc	3311 Spring St.		Carol Kammer	529 - Active candidate - will make offer to Rajan. 429 - Waiting for Dr. Rajan's visit and then will make decision. 418 - Candidate. Candidate. Awaiting visit to A113. 14 - 418 - Continuing negotiations. 529 - Consulting information process. 429 - Will be offered to Dr. 418 - Once information accumulated - headed off to Dr. Engel.
Rajan, Shayan	Hem/Onc	3311 Spring St.		Carol Kammer	64 - Coming to meet with the team. 524 - Candidate to make offer to Dr. Rajan. 529 - On-site candidate. Not available for visit. and December. 519 - Offer from. Approved and Dr. Berman's
Rajan, Pooi	Hem/Onc	3311 Spring St.		Carol Kammer	
	HOSPITALIST	St. Joseph	NORTH		Approved and Dr. Berman's

# Goal (description of today's presentation)

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- To create a seamless process that glides the physician through our internal maze.

Our goal is to have the physician trained, oriented, acclimated and able to see and bill for patients their first day on the job.



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# How was our system created?

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- Created by mistake, out of pure self-preservation or *c.y.a.*
  - Confusion
  - Catastrophes
  - Calamities
  - Circular blaming



# WFMG Physician Recruiting Timeline

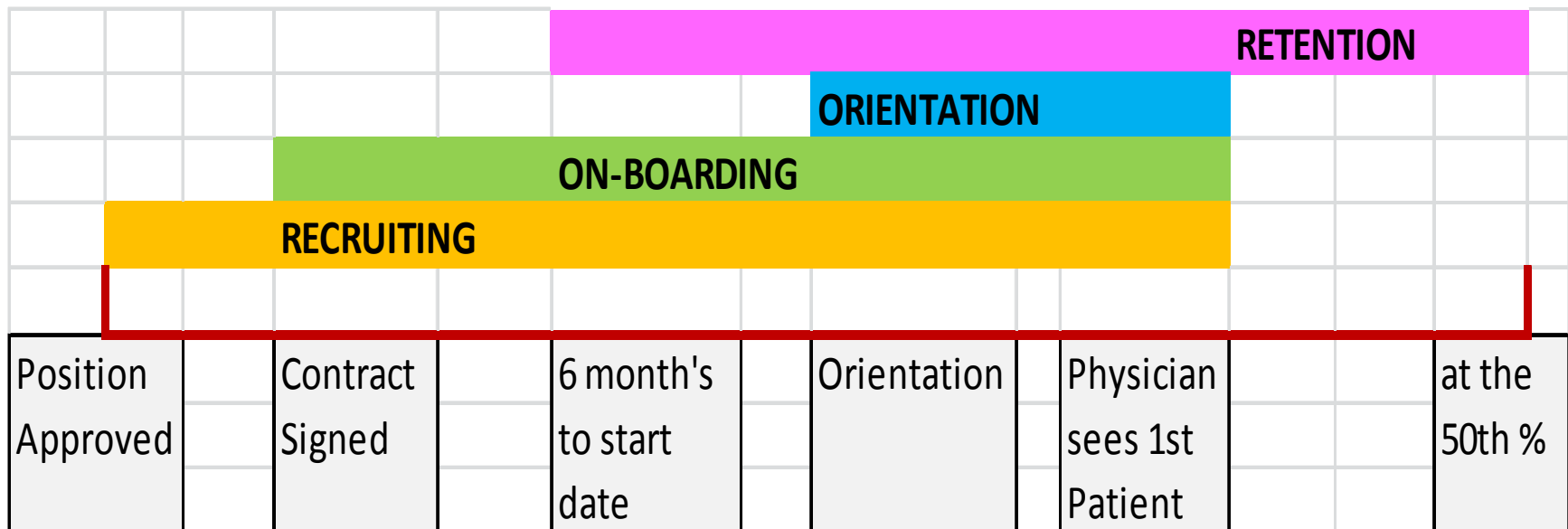
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- Date of hire, minus 20 months – Sen. Leadership Creates MSDP
- Date of hire, -19 months – Ops creates Business Case
- Date of hire, -18 months- Post position internally/externally
- Date of hire, -17 to -11 months source candidates
- Date of hire, -15 to -10 months arrange for site visits
- Date of hire, -10 months - finalize & sign contracts
- Date of hire, -9 months - On-Boarding binder sent
- Date of hire, -2 to -3 months - receive MSO/WFMG approval.
- Date of hire, First two days - Physician Orientation
- Date of hire, +2 days – Physician sees 1<sup>st</sup> patient





# Process



# Senior leadership sets the table

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## □ MSDP

- Meet with leadership
- Develop the 3 year plan
- The plan is hosted on a secure intra-net site with limited access
  - Updated monthly



## North Market Medical Staff Development Plan

updated 1/3/14

Calendar Start Date	asap	7/1/2014	7/1/2015	7/1/2016	7/1/2017	
Fiscal Year	FY 14	FY 2015	FY 2016	FY 2017	FY 2018	
Primary Care						Comments
SJH-POB 6th Floor	(1)FP					Replace Bates-
Orange Box NE Strip mall		2(FP/IM) 1(OB)				plus FP mentor
Wauwatosa 201	2 (IM or FP)		1 (IM/FP) Ignace			some patient preferences
Ogar Office 5650 N. Green Bay Ave.	1(FP) 1(OB)					Office has a total of 3 provider offices, 5 exam rooms.
EIM	1(IM)					transfer central market physician
Sussex	1(FP-DO)					growth/replacement for Hughes/Davis
117th			1(OB) TP	1(OB) JE	1(OB) RL	replace
New Berlin	FP					replace Moldvan
SJH 6th floor	OB internal					internal move
Pewaukee	Hildabrandt signed					
Sub Total	8	3	2	1	1	



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<b>WFMG Recruiting Pipeline Report</b>				Recruiter	bw	ck
				Last updated	12/9/2013	#####
Definition of the report:						
Pipeline = Recruiters have identified these candidates as viable and are in various stages of the interview process.						
PHYSICIAN NAME	SPECIALTY	WFMG LOCATION	MARKET	Recruiter	Status and next steps	Replace (R) or New (N)
	HOSPITALIST	SPRING ST	SOUTH		Approval by PET due to departure of AHC physicians	3-N 1-R
Juarez, Lisa - immed	IM	3801 Spring St.		Carol Kamenar	<b>12/30</b> - Not B/C. Will be taking Boards 8/14 and will be doing L/T until that time. Will contact her to see if she is interested in L/T at All Saints. <b>12/2</b> - scheduled to chat next week. Preparing offer. <b>10/22</b> - Visit. Evals being	
Ross, Jamal - 2014	IM	3801 Spring St.		Carol Kamenar	<b>12/30</b> - He & wife have decided on a faith based system closer to Chicago. <b>12/6</b> - Gathering evals.	
Patel, Kiran - 2014	IM	3801 Spring St.		Carol Kamenar	<b>12/6</b> - Took position at Monroe clinic. <b>11/27 - Dr. Ansani in process of contacting.</b> <b>11/6/13</b> - Initial Interview. Handed off to Dr. Ansani.	
	HOSPITALIST	St. Francis	CENTRAL		Approval per D. Mattes	2-N
Orakzai, Muhammad MD	Hospitalist	St. Francis	Central	Brandon Wilson	<b>12/03/13</b> Dr. Orakzai has the offer of employment; in the review phase.	
Upadhyay, Bishwas MD	Hospitalist	St. Francis	Central	Brandon Wilson	<b>12/03/13</b> In the process of scheduling a visit.	





# Pipeline Distribution

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- Updated every week
- We use it at our weekly Recruiter meetings as the agenda
- Send to
  - Medical Group Admin
  - Medical Group Physician leaders
  - Medical Group Ops leaders
  - Hospital Presidents, VPMA's
- It helps to stop:
  - what's the status with.....
  - where are we on.....



# definitions

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From the moment a position is approved to the day the physician starts



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From the moment a contract is signed to the day the physician starts



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From the moment the start date is selected to the day they see their first patient



## Retention-

6 months before the physician starts until they are at the 50<sup>th</sup> % of AMGA

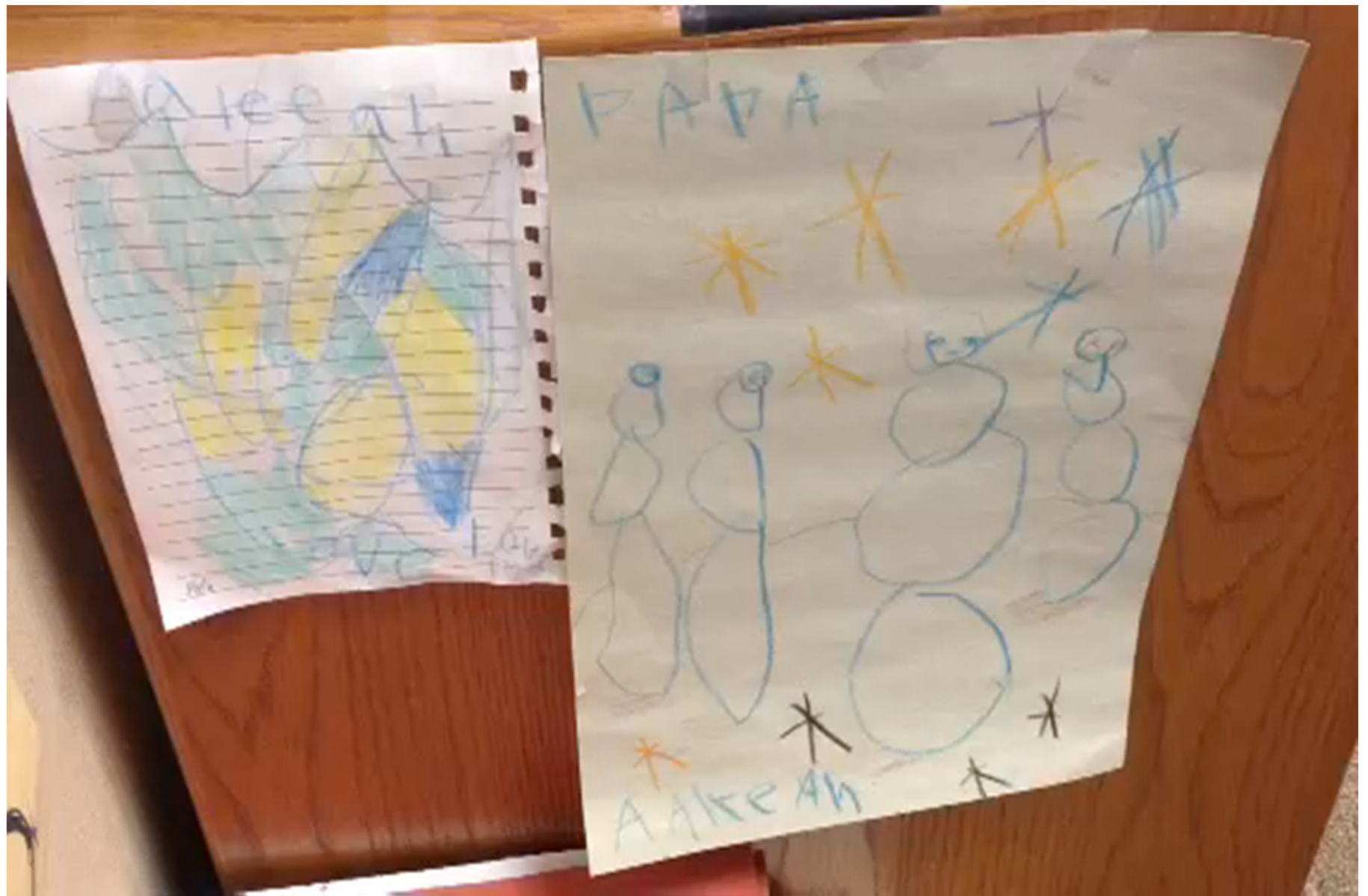


# On-Boarding

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- After the contract is signed
  - On-Boarding Binder Sent
    - It has everything.....everything





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**Wheaton  
Franciscan  
Healthcare**

# Hire Notice

NAO Date		Educational Requirements	<input type="checkbox"/> HS Diploma/equivalent or highest degree	<input checked="" type="checkbox"/> New Hire
Physical Date			<input type="checkbox"/> Transcripts	<input type="checkbox"/> Reinstatement (within 6 months)
Physical Time			<input type="checkbox"/> DSW	<input type="checkbox"/> Retire from: Choose One - Iowa / Illinois / FM
Physical Site			<input type="checkbox"/> Out-of-State CNA	<input type="checkbox"/> Retire from: Choose One - Southern Wisconsin
Lab Time				<input type="checkbox"/> System Transfer from: Choose One
Paperwork Time	Co: 9007 WFSI / Entity: 6001-WFMG			
Referral Source: <input type="checkbox"/> Yes <input type="checkbox"/> No	Sign On Bonus: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Work Permit Required: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
Associate No.	LAN ID No.	Appointee Name (Last, First, Middle Initial)		Preferred Name
		Dorcas Jeanmarie		
Social Security Number	Status	Hire Date	Adjusted Hire Date (WFS)	
750-60-4436	02-PHYSICIAN	11/1/15	11/1/13	
Entity (Process Level)	Department No.	Department Name		
6001-WF MEDICAL GROUP	6237	Oaxton		
Position Code No.	Job Code No.	Title		
	75064	PHYSICIAN		
Leader (Leave of Absence)		Leader for MeritNet		
Jennifer Moore		Jennifer Moore		
Location	Pay Rule (Kronos)	Salary Class	Pay Frequency	Rate of Pay
201 N. Mayfair Rd., Suite 550, Wausau, WI 53226	M01	H	2	\$120,000
Grade Range Sch / Pay Grade	Position FTE	Total FTE	Shift	Exempt
STAFF / E01	1	1	1	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
True Marital Status	Gender	Ethnicity	Disability:	Veteran
<input checked="" type="checkbox"/> Single <input type="checkbox"/> Married	<input type="checkbox"/> Male <input checked="" type="checkbox"/> Female		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	N/A
Home Address - Street Address, Apt. No. 1530 DeFord Court				
City Brookfield	State WI	Zip Code 53005	Home Phone (262) 621-6245	
Resident State	Work State	WI	Worker's Comp State WI	
<b>ADDITIONAL EMPLOYMENT</b>				
P/A E2.3	Entity (Process Level)	Alt Position Code (88/55)	Alt Dept No.	Alt Dept Name
	Choose One			
	Alt Job Code	Alternate Title	Alternate Rate of Pay	Alt Pay Code
			Choose One	
FTE	Location	Alternate Payroll Group (APG) / Pay Rule (Kronos)		Shift



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# Once the Binder is returned ...

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- \$
- We track on the **On-Boarding Spreadsheet**
- This helps to eliminate questions from our colleagues:
  - Where are they in the process?
  - When can they start?
  - Can they start sooner?
  - Why can't they start sooner?
  - What else does the MSO need from them?



# On-Boarding

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- Bi-weekly tele-conference:
  - 15 minutes
  - Attendees:
    - MSO's, HR, Payroll, WFMG Ops, Recruiters, Physician Relations, Orienteers, IT, VPMA's, schedulers, Lab, Risk Management,
  - We keeping questioning until everyone understands who has the next step?



# WFMG Provider On-Boarding Spreadsheet

1/3/14

Month	Provider's Name	Degree	Provider Specialty	On-Boarding contact	Clinical site-manager	Practice location(s)	Hospital Privileges needed at:	WFMG Ops Targeted start date	AGENCY	Privileges granted at:	Next steps & Status update	Orientation Dates & Location
	Chaleby, Kutaiba (Kurt)	MD	Psychiatrist	Barb Jones/Jenny Moore (phy. Support)	Barb Jones	SFH	SFH	1/13/2014	Barton & Assoc		Pre-app done. Awaiting WI License.	

## March, 2014

Abad Santos, Jose	MD	Peds	Olga	Matthew Barber	3807 Spring AS	AS	3/10/2014	AS	Signed contract received 12/30/13	5/15/14 & 3/14/14
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## May 2014

Arora, Jaspal	MD	OCC MED	Olga	Matthew Barber	Hwy 20	AS	5/15/2014	AS	Contract signed 11/25/13.	5/15/14 & 5/16/14
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# definitions

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## Retention-

6 months before the physician starts until they are at the 50<sup>th</sup> % of AMGA



# Physician Orientation Checklist

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- Mission, Vision, and Values
- Human Resources
- Physician Compensation
- Corporate Compliance & HIPAA
- Infection Control
- ING
- Risk Management
- Quality Improvement/Mgmt
- Hospital Transcription (if applicable)
- Philanthropy
- Library Services
- Medical Staff Office (if needed)
- Human Research Protection Program
- Patient Experience
- Portal Training
- Coding
- Lab Services
- PLUS Training
- Health Information (Medical Group)
- Emergency Department
- Care Management
- Pharmacy
- PACS Training
- SOAME EDUCATION



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# Provider Orientation Survey

We hope you enjoyed your orientation! Please complete this survey and return it at the end of your orientation.

<b>Name</b>				
<b>Date of Orientation:</b>				
<b>Location of Orientation:</b>				
Please use this scale to rate the effectiveness of the following components of the Orientation. (Check the appropriate box)				
<b>4= Excellent</b>	<b>3= Good</b>	<b>2= Fair</b>	<b>1= Poor</b>	
	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>
<b>How would you rate your pre-orientation communication?</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Was there sufficient time allotted to cover each topic?</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>How satisfied were you with your presenters?</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Overall, how would you rate your orientation?</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>What topics were the most helpful and/or relevant?</b>				
_____				
_____				
_____				
_____				
<b>What topics were the least helpful and/or relevant?</b>				
_____				
_____				
_____				
<b>Is there anything we could do to improve future orientations?</b>				
_____				
_____				
_____				

Thank you for your thoughtful completion of this survey. Your opinion is greatly appreciated and your feedback will be thoroughly reviewed.



**Wheaton Franciscan Healthcare**



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# Docs 1<sup>st</sup> day ...



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# Day 2 ...

- ❑ *I heard they're not happy.*
- ❑ *They're not as busy as they need to be?*
- ❑ *I heard patient satisfaction was low?*
- ❑ *Isn't (any dept but yours) taking care of that?*



# Retention

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- Who is responsible for retaining physicians in your organization?
- If one persons name does not instantly come to mind ... you have a problem
  - Recruiters
  - PR
  - Marketing
  - Physician Relations
  - Senior Leaders
  - Operations
  - Physician Services
  - Physician leaders
  - Strategic Director
  - HR



# Retain...do we have a problem?

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- What is your turn-over rate, thus what is your retention rate?
  - Rate of:
    - PCP's
    - Specialists
    - Hospitalists





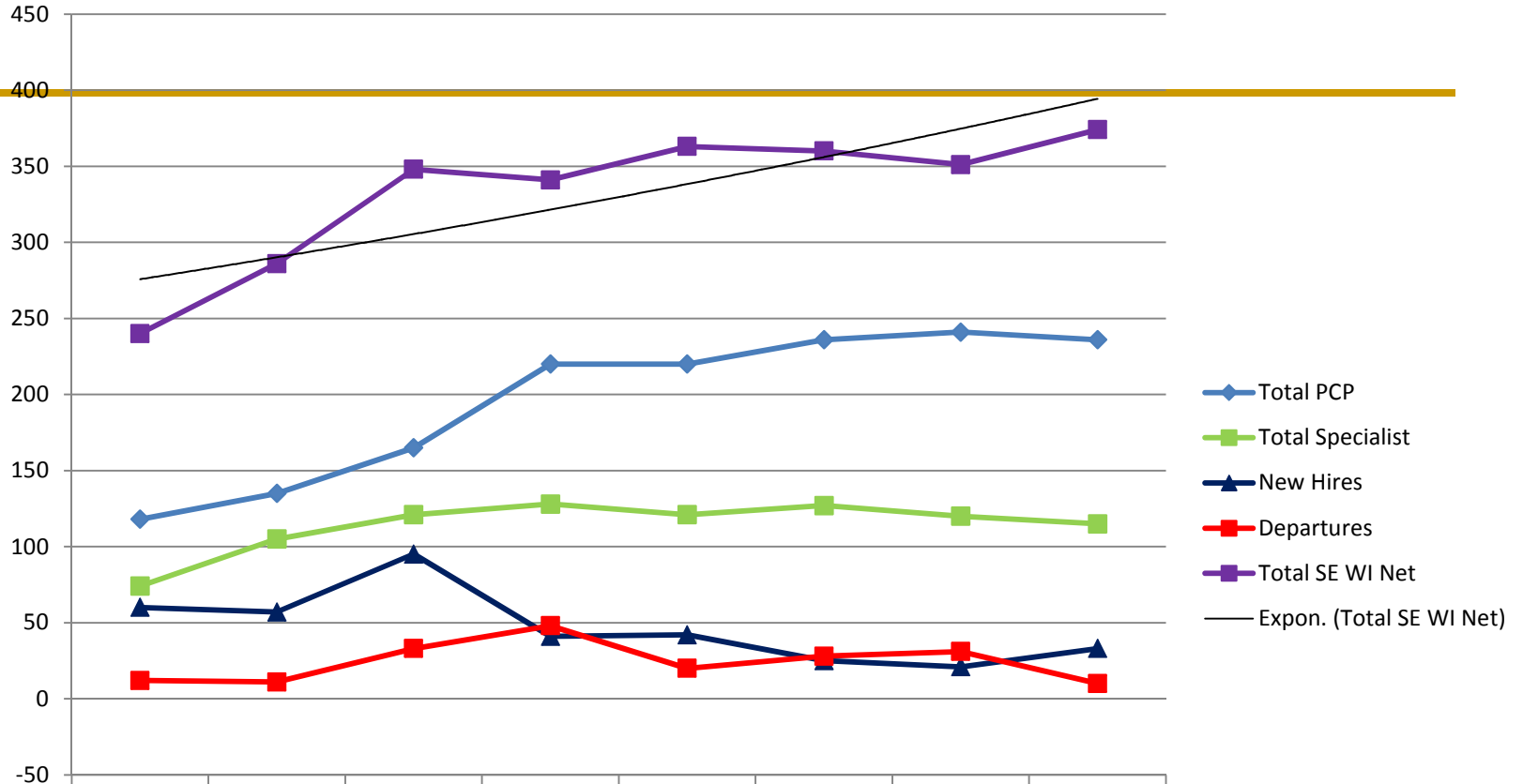
# Retain: do you have a problem?

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- What % is attributable to things we **can** control?
  - Income, practice environment, support, technology, community immersion, leadership, lack of cultural fit, better call, CME, seeking more money, more flexible hours, work-life balance
- What % is attributable to things we **can't** control?
  - Retirement - the AMA reports 25% of their membership is 60 plus
  - moving closer to family, leaving medicine,



## SE Wisconsin WFMG Employed Physician Count (by headcount, not FTE)

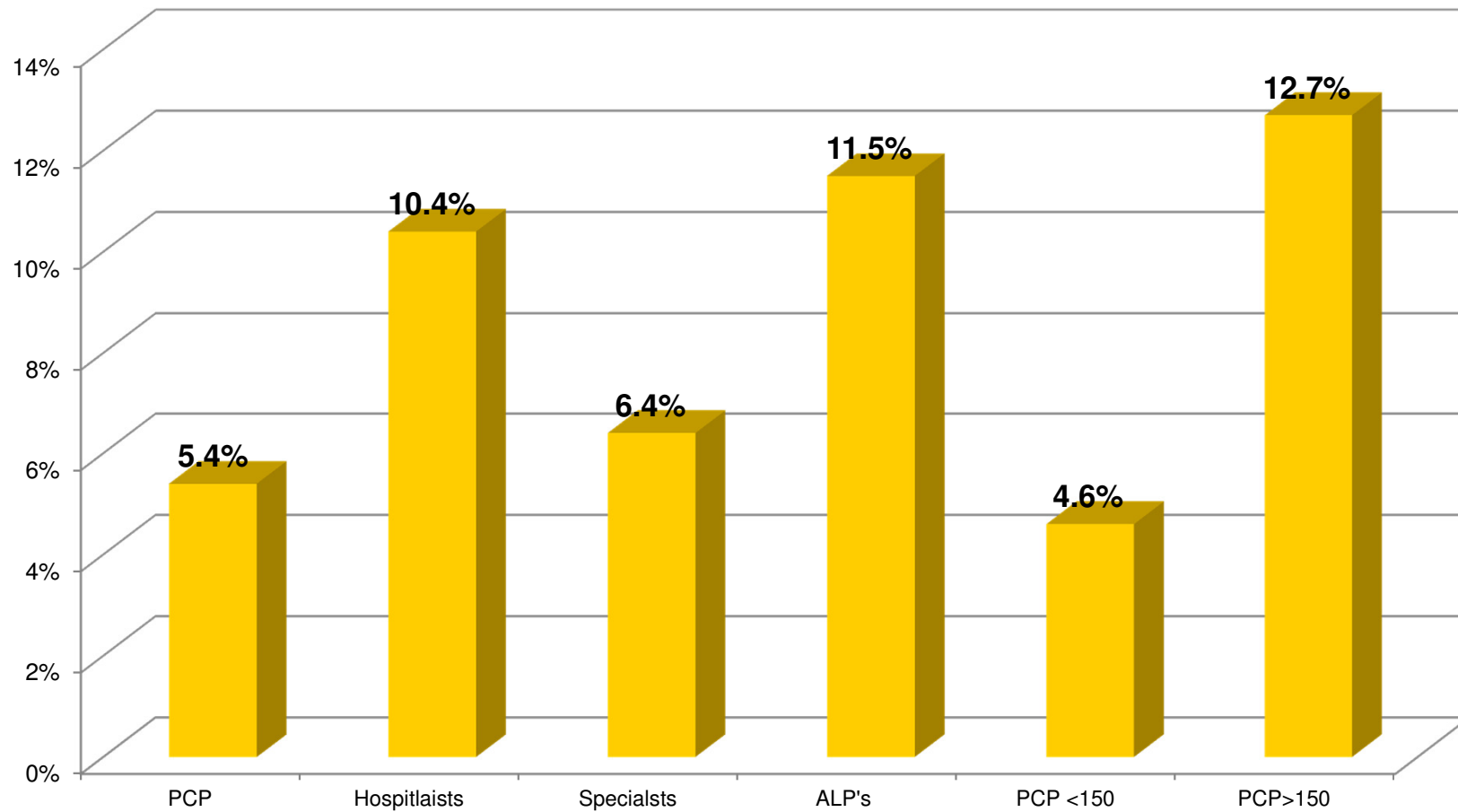


	2007	2008	2009	2010	2011	2012	2013	2014
Total PCP	118	135	165	220	220	236	241	236
Total Specialist	74	105	121	128	121	127	120	115
New Hires	60	57	95	41	42	25	21	33
Departures	12	11	33	48	20	28	31	10
Total SE WI Net	240	286	348	341	363	360	351	374



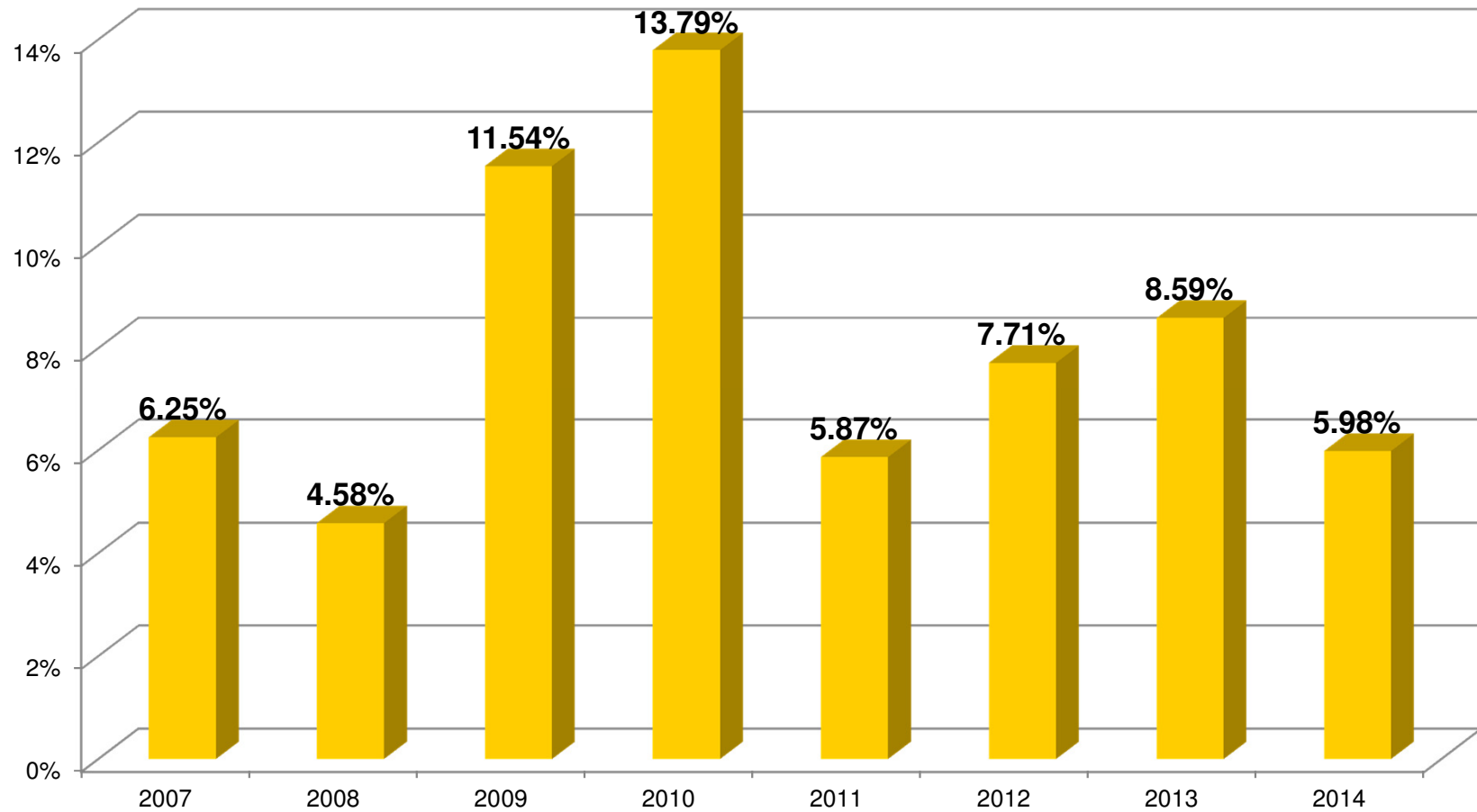
# National Physician Turnover

(2013)



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# WFMG Turnover



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# Physician Retention — multifaceted atmospheres

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- **Collegial**

- Are their colleagues helpful and encouraging?

- **Growth**

- Above and beyond CME is there motivation and professional access to learn? Are there opportunities to serve in positions of leadership?

- **Clinic**

- Are clinical staff supportive, encouraging and helpful?

- **Family**

- Are they grounded in hobbies, school, place of worship/meditation?

- **Community**

- Is the family immersed participants or on the sidelines?

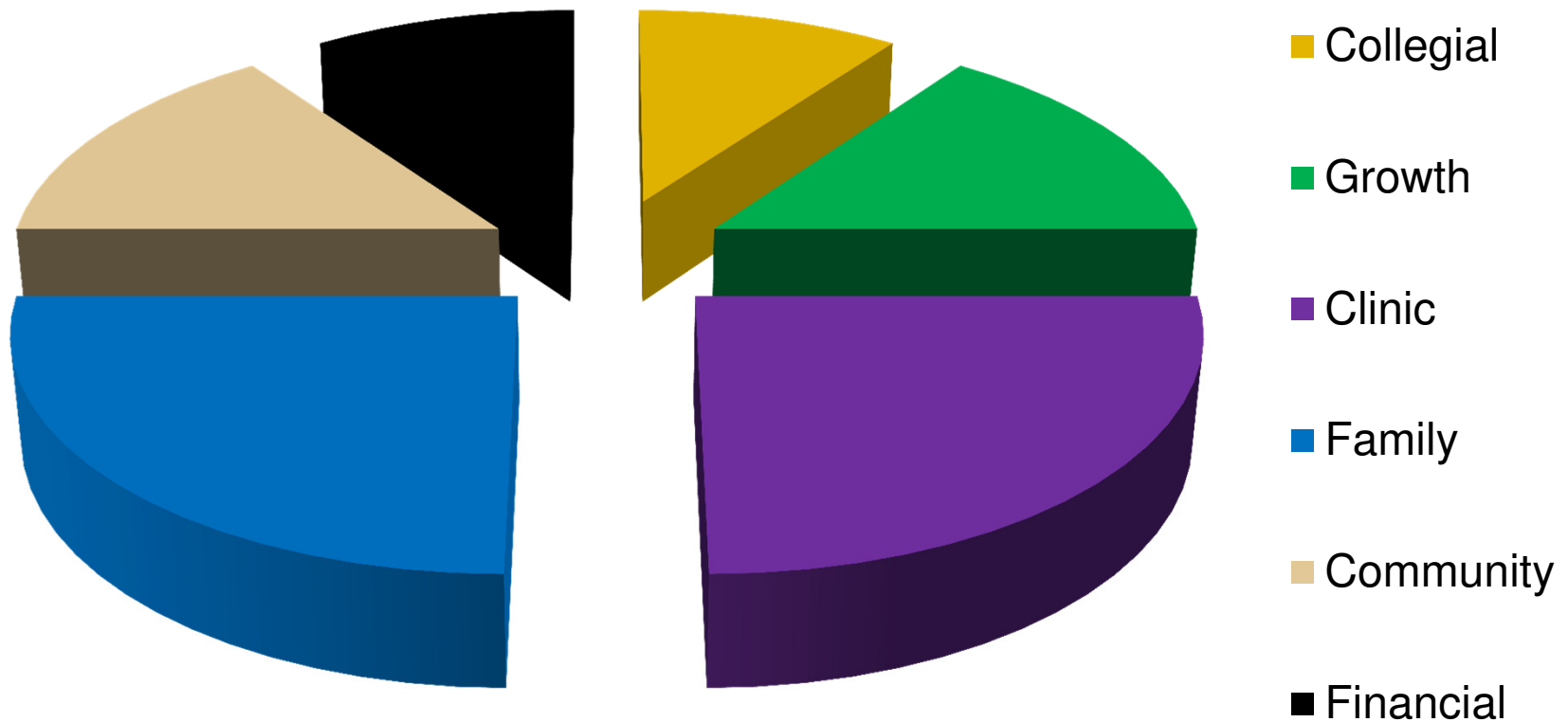
- **Financial**

- Are the projected and anticipated financial benchmarks being achieved?

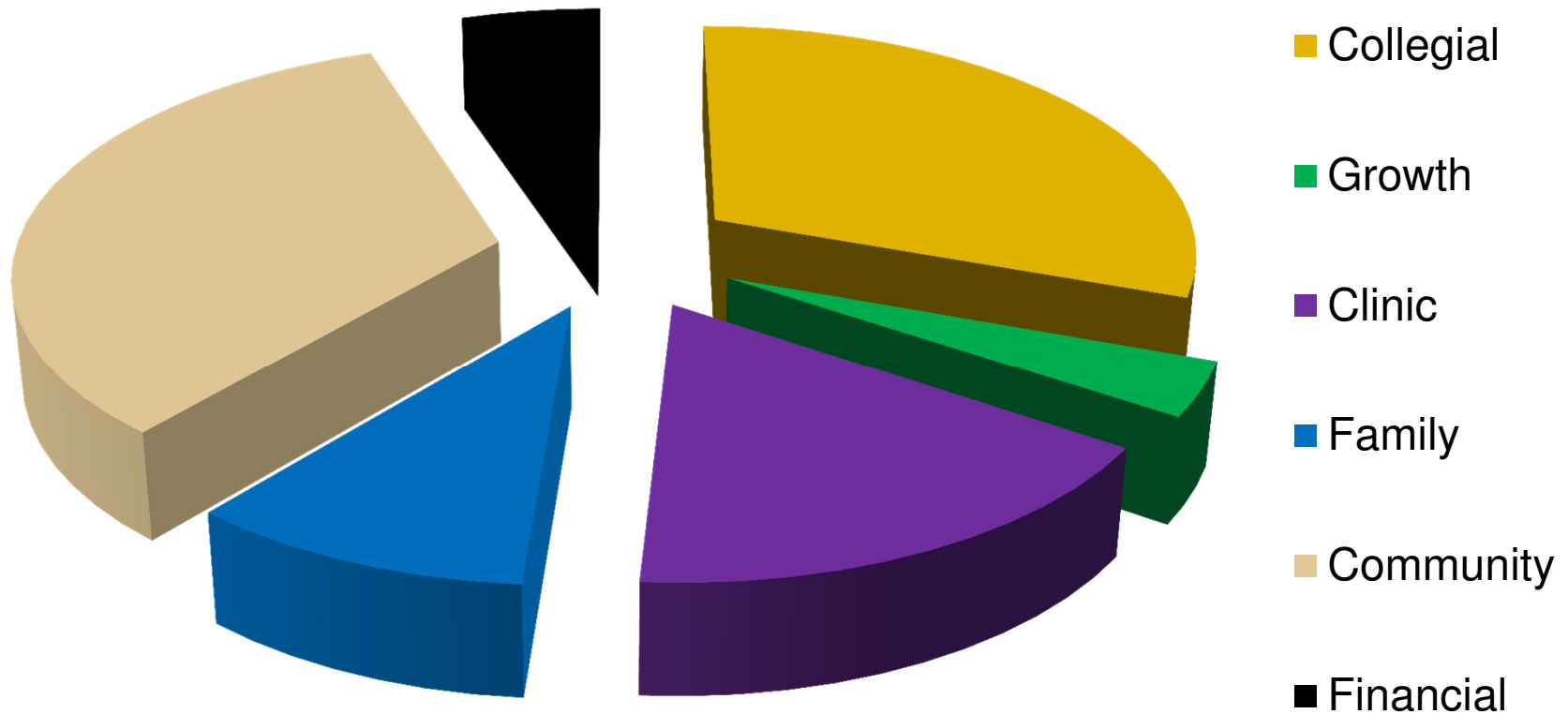


# How do you weigh what is the most important element for each Physician?

---



# How do you weigh what is the most important element for each Physician?



# What does each physician want?

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- Ask them?
  - Naaaaah
- Surveys, questionnaire's
  - In-house
  - Outsource
    - Athena Assessment Quotient





# Numeric: Physician Relations & Marketing

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- One to six months before the start date:
  - Quarterback resource meetings with marketing, community relations, PR to plan for the new physicians start.
    - Gather data
    - Reaffirm business case goals for the physician
  - Participate with the On-Boarding Calls.
  - For continuity the Phy. Relations people lead Orientation
- After the hire date:
  - Partner with the new physician to track growth



# Retaining by the numbers

---

- Monthly meetings
- Physician Relations, Physician, Ops
- 15 minutes
- Agenda w/goal
  - check numerical benchmarks
  - (in the process of modifying the dashboard to include quality values)
  - Action items with deliverables, assigned w/deadlines

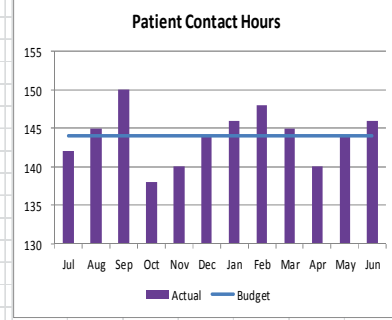
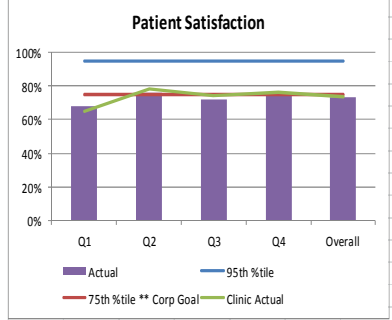
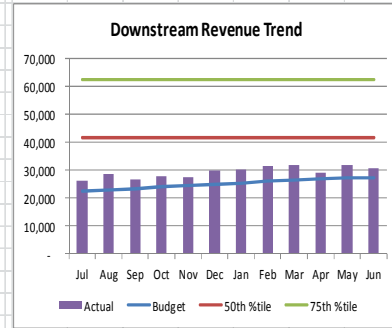
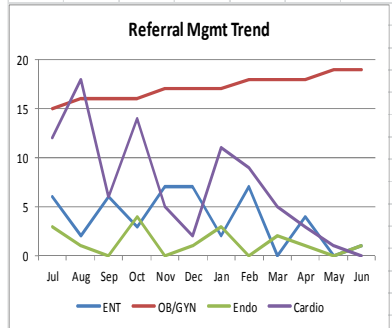
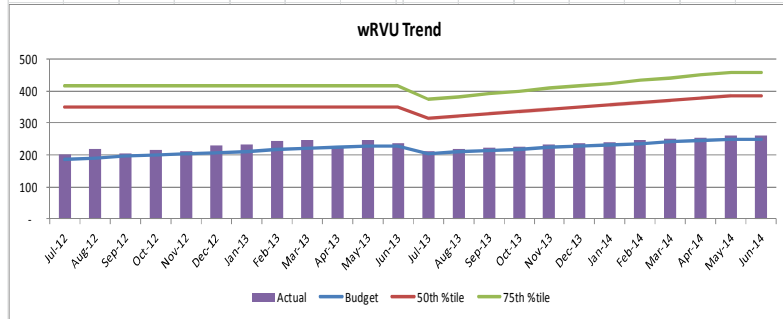


**WHEATON FRANCISCAN HEALTHCARE - MEDICAL GROUP**

**Practice Development Scorecard**

Prepared On 09/11/12

**PROVIDER A**

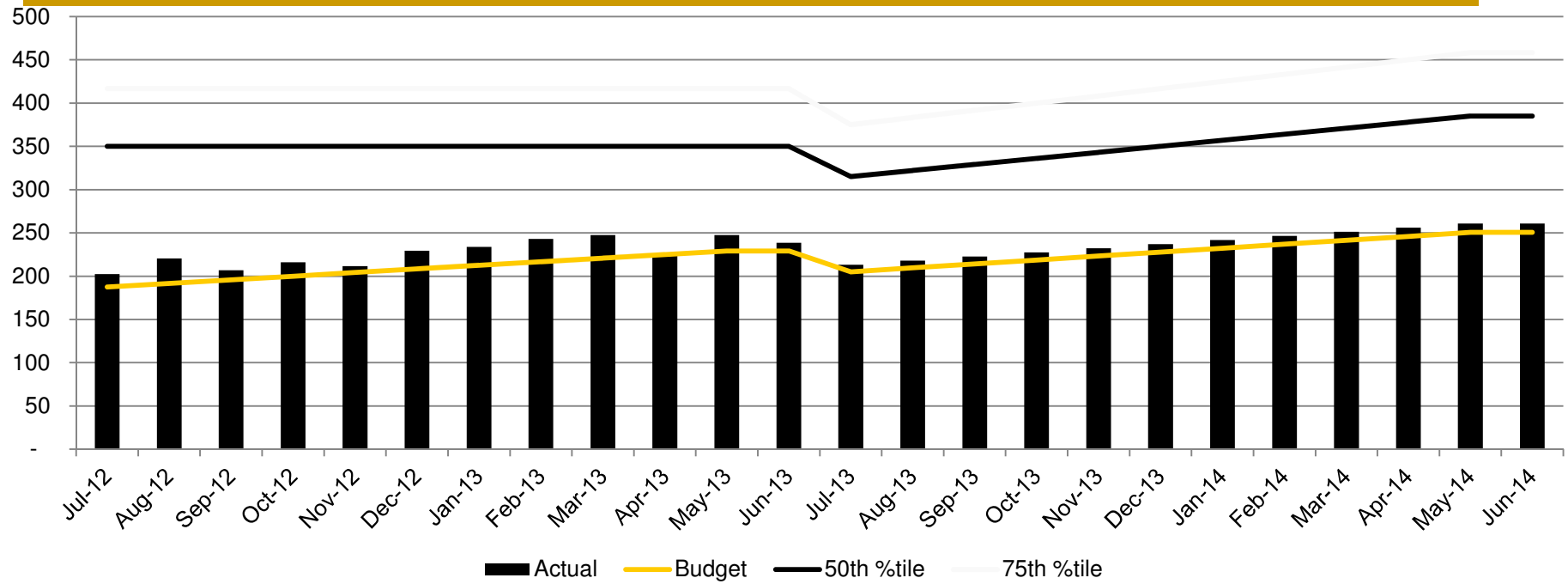


**PATIENT STATISTICS BAR**

Location Demographics ** Top 5 zipcodes				
	Count	% total	New	Estab
53132	1100	27%	100	1000
53129	570	14%	170	400
53213	448	11%	48	400
53214	204	5%	54	150
53226	1466	36%	400	1066
tal Unique	3788		772	3016
			20%	80%

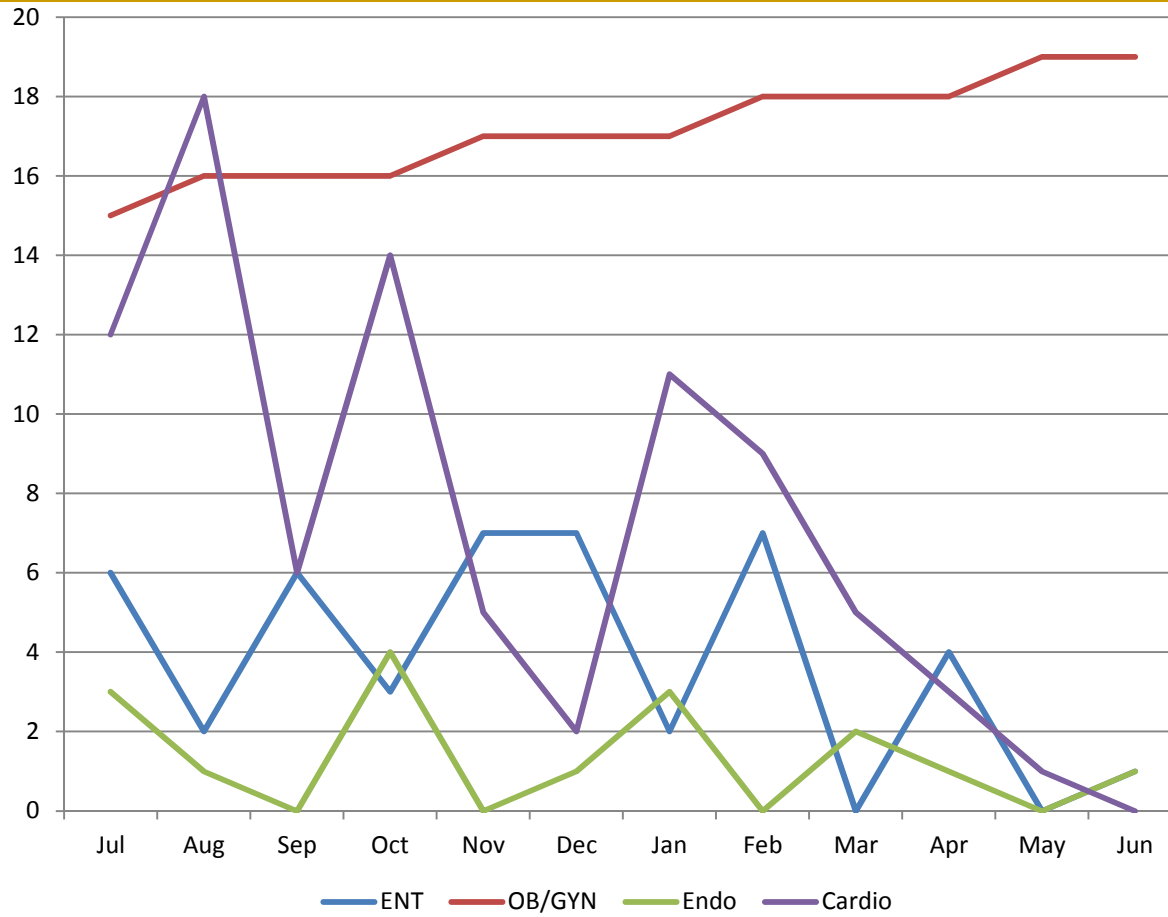
Free Text for notes

## wRVU Trend



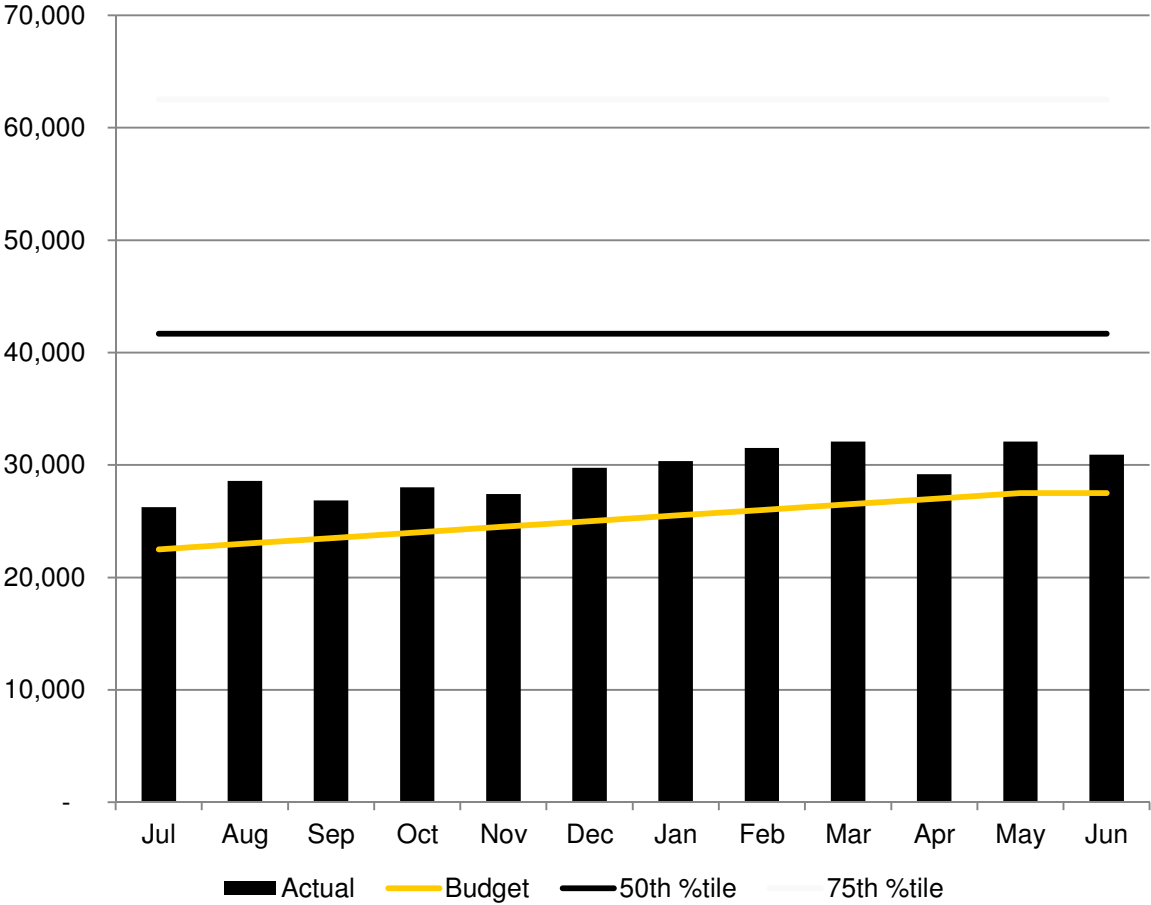
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## Referral Mgmt Trend

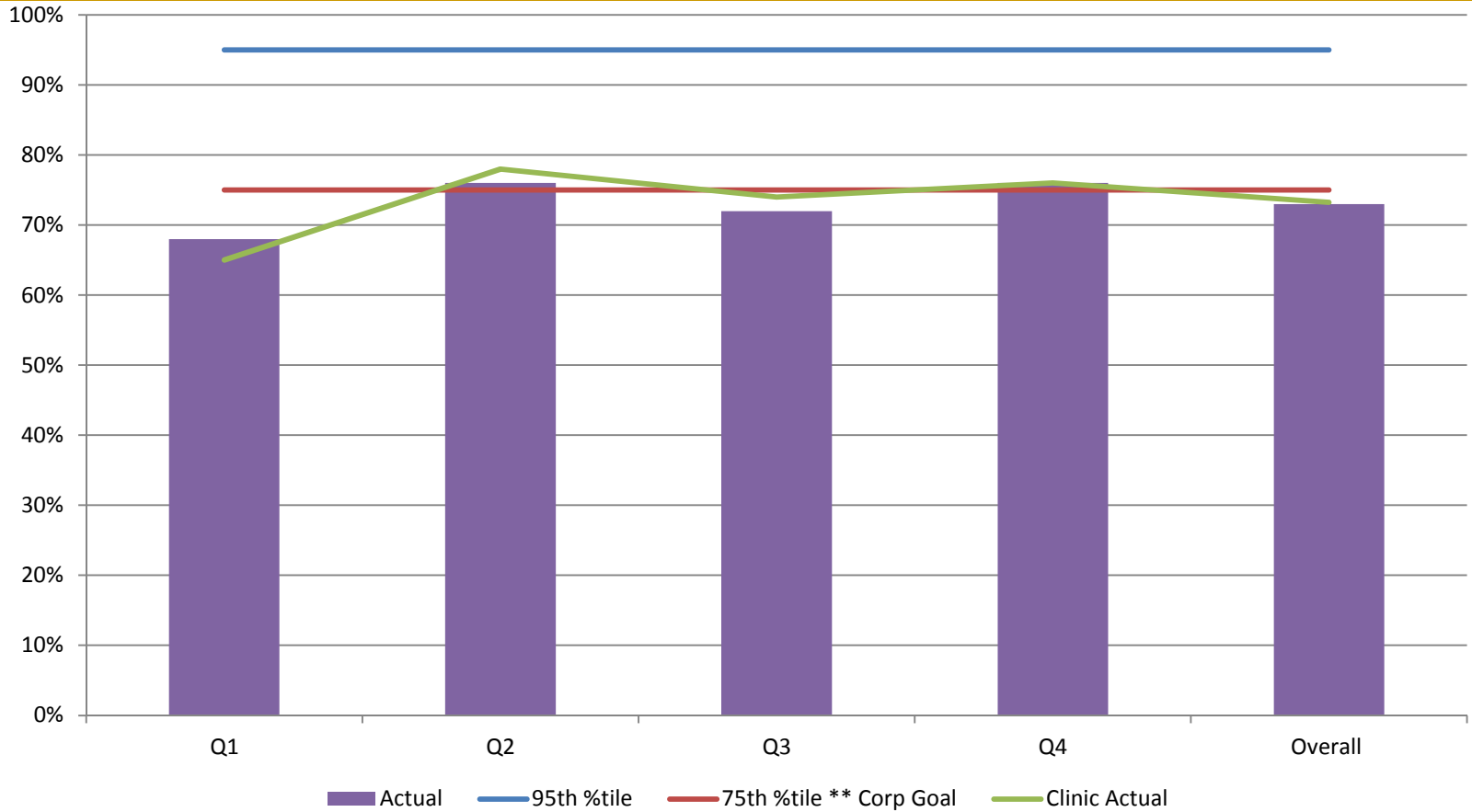


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### Downstream Revenue Trend



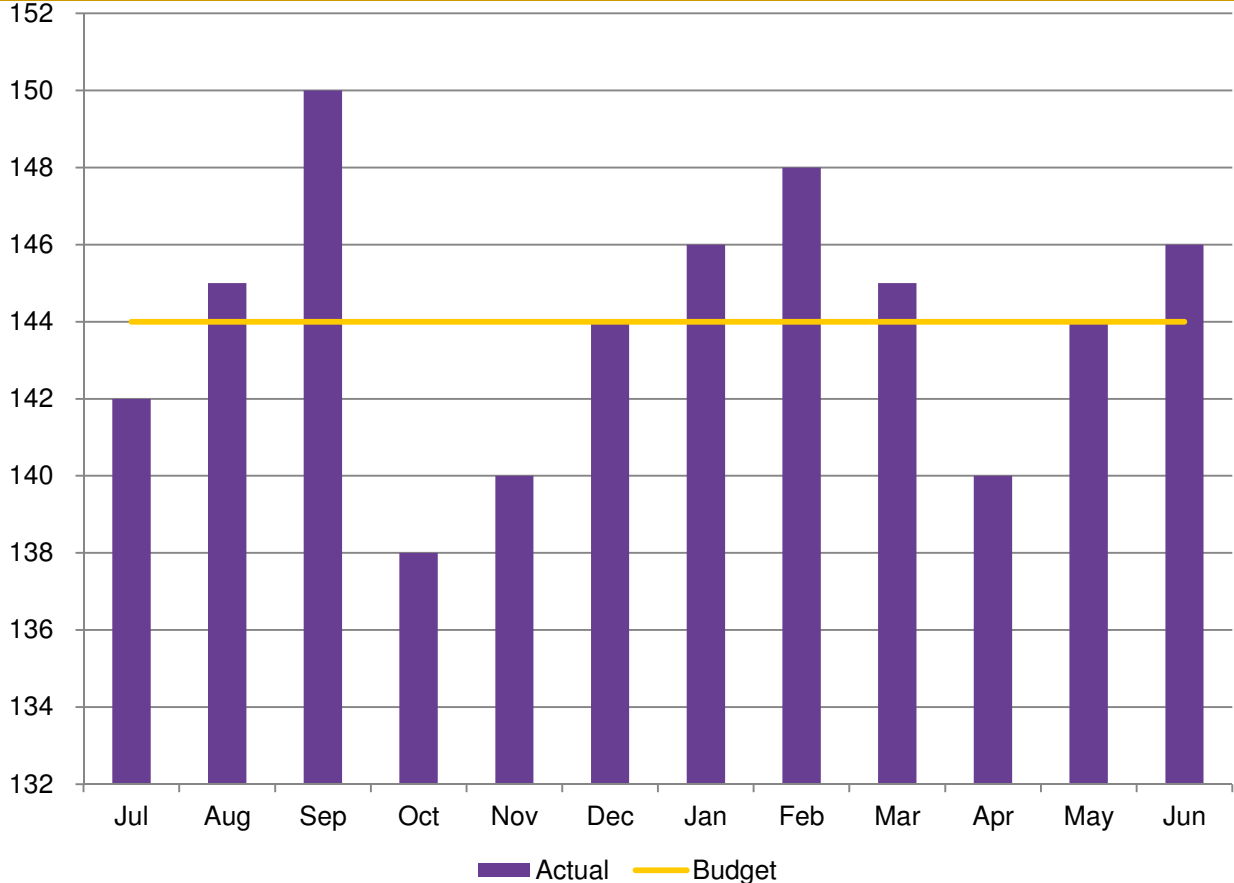
### Patient Satisfaction



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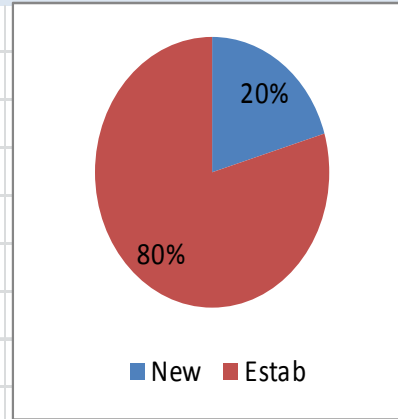
# Patient Contact Hours



**PATIENT STATISTICS BAR**

Location Demographics \*\* Top 5 zipcodes

	Count	% total	New	Estab
53132	1100	27%	100	1000
53129	570	14%	170	400
53213	448	11%	48	400
53214	204	5%	54	150
53226	1466	36%	400	1066
<b>Total Unique</b>	<b>3788</b>		<b>772</b>	<b>3016</b>
			20%	80%



Free Text for notes

# So what? Now what?

---

- Post meeting the physician knows.....
  - Distance to their guarantee.
  - Are their rvu's similar to their colleagues.
  - Is their quality on the mark.
  - Do patients like them
  - How many new patients do they see a month and where do they live.
  - How much do I financially contribute to the medical group and or the health system.
  - What's my plan for growth



# Hey Jim ... you skipped over the other pieces of that retention pie chart?

---

- Home life, family, community, collegial, clinical , leadership.
  - Work in progress
    - Looking for a physician partner for a beta program and a deeper dive.



- Collegial
- Growth
- Clinic
- Family
- Community
- Financial



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# Curious: P-2-P Mentoring?

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Physician-to-Physician Mentoring = retention:

- We have a P-2-P mentoring program with just physicians
- We have a P-2-P mentoring program with just administrators
- We have a P-2-P mentoring program involving both administrators and physicians.
- We don't have a program



### Recruiting-

From the moment a position is approved to the day the physician starts



### On-Boarding-

From the moment a contract is signed to the day the physician starts



### Orientation-

From the moment the start date is selected to the day they see their first patient



### Retention-

6 months before the physician starts until they are at the 50<sup>th</sup> % of AMGA



# 1 minute 30 seconds left

---

## 1. Gather your buckets

- For those with a similar processes but reside in different department buckets:
  - Survey stakeholders to see who comprehends a problem.
  - Invite your biggest roadblock to co-chair the new team
  - Create your own definitions, expectations and timeline.

## 2. Blend

- MSDP, recruiting, orientation and on-boarding.
- At least pretend you are in sync with each other

## 3. Retain

- Mentorship
- Monitor



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