

From: WPMG President Steve Tarnoff, MD <KPWA.medicaldirector@kp.org>

Sent: Tuesday, July 03, 2018 1:24 PM

To: McLeod, Laura <mcleod.l@ghc.org>

Subject: Vital Signs: The Power of Inclusion



"The most valuable player is the one that makes the most players valuable." -- Peyton Manning, two-time Super Bowl champion quarterback.

Dear colleagues,

Special Olympics gives us an unprecedented opportunity to contribute to our extended community, and I offer a heartfelt thank you to all who are volunteering at the USA Games this week or covering a shift so someone else can. Inclusion is a true American value and it was wonderful to fully experience it at the Special Olympics opening ceremonies. It's inspiring to be among so many diverse athletes and their coaches and families, from every state, all united by their love of competition and by the belief that intellectual and physical disabilities are no barrier to opportunity and achievement.

Whether on the sidelines or closing care gaps through Healthy Athletes screenings, we demonstrate our calling as medical professionals and our team-based style of practice—to the athletes and the world that's watching. Just as we work in teams, every Special Olympics athlete has a team helping them set goals, work hard, and stretch to new levels of achievement.

We have much to learn from these athletes and how they prepare for their pursuits with intention. Our medical group has also set an intention: to provide the best medical care to the most people, affordably and safely. Acting with intention helped us achieve market-leading clinical quality, and it will guide us to achieve our vision for patient experience.

Thanks to Terrence Clark, OD, Tacoma Medical Center, for sharing this article with me. This, along with this week's USA Games, is a good reminder of why our work is so important, and the value we contribute to our greater community.

"The foundational principle of medicine, going back centuries, is that all lives are of equal worth. ... In medicine, you are asked to open yourself to others' lives and perspectives—to people as well as to circumstances you do not and perhaps will not understand."

- Atul Gawande, [Curiosity and What Equality Really Means](#), The New Yorker (June 2, 2018; commencement address to U.C.L.A. Medical School June 1, 2018)

As the owners of our practices, we channel our passion into action every day. But sometimes we need inspiration to set intentions for our daily work. I encourage you to watch the athletes this week on the court or in the field creating the outcomes they want to achieve.

Again, my sincerest thanks. For those who aren't volunteering, I hope you'll all get a chance to catch some of the games in person or on ESPN or see our compelling stories [here](#).

Now, a few updates:

Spring Business Meetings

We had great attendance at our spring business meetings. Thank you to all who were able to attend. We talked a lot about growth, patient experience, and ownership. I know some of you still have questions about what these mean for your daily practice, and how these help us meet the awesome opportunity and responsibility we have to our patients and each other. We'll continue to help answer these questions.

Growth

I just returned from a meeting with the executive medical leaders of all the Permanente regions and the national Kaiser Foundation Health Plan board of directors. Kaiser Permanente's plans for growth on the national level are solid, despite market volatility and new competition. Growth expands our capabilities to better care for our patients, such as adding more specialties and sub-specialties to our medical centers. As our organization grows, we also grow, personally and professionally.

Patient Experience

We're on an accelerated pace to improve our patient experience. Medical and operational leaders are partnering to design tools and resources that support you in delivering the "One KP" service our patients expect. We grow by being the best; in the minds of our patients, best is their total experience with us, from the first phone call to getting a prescription filled. Our care model and our culture give us the ability to deepen our relationships and make connections across many points of contact.

Ownership

We're an independent, clinician-led multi-specialty medical group – which differentiates us from so many other health systems. We elect a governing board made up of peers, design our pay and benefits, and we're responsible for developing and leading the medical care programs that serve our members. Where we want to see change, we must be the change.

We have many reasons to be optimistic and hopeful about the future. Thank you for all you do, and all the best to you and your families for a very happy Independence Day.

Steve

Field Notes



Rounding Updates

Spokane: During a recent visit to Kendall Yards, Veradale, and Sacred Heart, I noticed a true spirit of pride, exemplary member experience, and a strong focus on quality. CMA's priorities and strengths closely align with KP patient experience values: Service, Quality and Access.

Despite the challenges ahead with the upcoming integration, there's a strong commitment to working collaboratively and prioritizing patient care and staff needs. We have a lot to

learn from each other and together we'll be stronger and more vibrant.

Pictured with Dr. Tarnoff: *Drs. Paul Fletcher and Steve Tarnoff meet with Billy Huang, MD, John Graham, MD, and Brian Huter, MD at Spokane's Sacred Heart Medical Center*

Central Pathology Laboratory: The technical capabilities and modernization of our new Renton lab is nothing short of impressive – as is the team behind the work. With 840 samples in active circulation at a time, dramatic drops in turnaround time for pap, HPV tests and other clinically important lab findings, there's exceptional work underway.



Pictured with Dr. Tarnoff: *Dr. Jonathan Rhim and Jun Castillo, Director, Clinical Laboratory Services*

FYI

Need help? MEDEX Northwest is looking for family medicine training opportunities for their PA students this fall. These motivated and skilled students are quick to learn and can help with patient flow and documentation. Contact [David Kauff](#), MD, FACP, for more information.

KWPA Strategic Plan: To meet the demands of our continuously changing environment, Kaiser Permanente Washington recently updated its [three-year strategic plan](#) – a joint effort between KFHPWA, WPMG, and Kaiser Permanente Washington Health Research Institute.

Vote for Seattle Magazine's Top Docs! Recognize your colleagues for their medical excellence. Now through July 14, nominate up to 13 clinicians who work in King, Kitsap, Pierce or Snohomish counties. Find nomination instructions [here](#).

Thriving Signs



Data matters – Kaiser Permanente Washington Health Research Institute continues to do important work that gets noticed by our national partners. With high profile deaths by suicide in the news, [recent research](#) led by WPMG Psychiatrist Greg Simon, MD, MPH, shows the value of using data to identify people at risk. In a collaborative study that

involved five KP regions, Dr. Simon's team used electronic health records and primary care questionnaires to improve suicide risk prediction. To learn more about Dr. Simon's commitment to mental health, read [this interview](#) on KPShare.

WSMA: Recently we asked you to consider joining the Washington State Medical Association, and you responded. We're now over 500 strong. Thank you! Showing up in our medical community is just one way we can promote Permanente Medicine, build our reputation, and serve the greatest number. If you've considered joining but haven't yet, you can [learn more here](#).

In the Community: The 2018 Interagency Academy high school graduating class had more hurdles than most, but WPMG's Sarah Leet, PA-C, made a difference for many of these students. She brings her experience and perspective to WPMG's **Community Benefit Committee**, which got underway earlier this year. [Read more here](#).

Connect

You're all vital to the success of our organization, so I invite you to stay connected. To read more, find resources, or to share your story, idea, or concern, go to [my leadership page](#) or the new [internal WPMG page](#).