

A Call to Contribute and LEAD

Dear colleagues and friends,



I received emails and texts from many of you who shared your appreciation of the new UMass Memorial Medical Group LEAD priorities:

1. **LEAN:** Disseminate LEAN management tools to all physicians and offer leadership development to our providers.
2. **ENGAGEMENT:** Work together to combat the effects of burnout — and help elevate physician satisfaction within the wonderful practice of medicine.
3. **ACCESS:** Continue to work with UMass Memorial Medical Center leadership, as well the leaders of other entities where we provide services, to make it as easy as possible for our patients to receive our exceptional care.
4. **DIVERSITY:** Make sure we learn from each other and make the Medical Group a safe community where everyone feels that they belong – no matter their color, culture, religious belief or sexual orientation.

The acronym for these top priorities is: LEAD (Lean, Engagement, Access, Diversity). The best group to LEAD is our Medical Group physicians. To help bring these priorities to fruition, we've appointed chair champions for every initiative:

LEAN: M. Diane McKee, MD, MS, Chair, Family Medicine and Community Health and Mark Johnson, MD, PhD, Chair of Neurosurgery.

ENGAGEMENT: Larry Rhein, MD, MPH, Chair of Pediatrics, and Mary Maloney, MD, Founding Chair of Dermatology and Medical Group Board Member.

ACCESS: Mitchell Sokoloff, MD, MBA, FACS, Chair of Urology, and Gregory Volturo, MD, Chair of Emergency Medicine.

DIVERSITY: Tiffany Moore Simas, MD, MPH, MEd, FACOG, Chair of Obstetrics and Gynecology, and Max Rosen, MD, MPH, Chair of Radiology.

These chair champions are committed to advancing our organization forward and we need your help!

In the spirit of LEAN leadership, I solicit and embrace all Medical Group members' ideas and thoughts on how we can make progress on these initiatives. Please consider submitting your original idea to medicalgroup.hub@umassmemorial.org. Medical Group leadership and chair champions will then select ideas to work on and will commit to working together with you and follow your idea through to completion.

In other words – take a look at your working environment and imagine how you could improve it for your patients and for yourself in alignment with Medical Group priorities. We'll help you, and you'll be given the opportunity to make a difference and the credit for making progress. The next step on this is to create a Medical Group virtual idea board and to conduct Medical Group huddles. Stay tuned!

I know we can make a bigger and more significant impact when we involve and empower as many of our frontline physicians as possible – from all service lines, from all entities. Please help us make a difference for our patients and for our employees. I highly value your friendship, your partnership, your innovative ideas and your absolute commitment to the care of our patients. I am looking forward to hearing from you and to working with you.

Sincerely,

Shlomit Schaal, MD, PhD, MHCM
President, UMass Memorial Medical Group