



Fast Five with Joan Boomsma, MD, MBA

Chief Medical Officer, MaineHealth

Member, MaineHealth ACO Board of Directors

Welcome to Fast Five—our monthly interview with an individual connected to the MaineHealth ACO. This month we had a chance to catch up with Dr. Joan Boomsma for five quick questions. Dr. Boomsma became MaineHealth's chief medical officer in September 2016.

Q: You share the MaineHealth ACO's commitment to quality health care. As MaineHealth's CMO, how are you putting that commitment to work?

A: A big part of my work is engaging with physicians on what their priorities and needs are and how we can help them. I'm working to align MaineHealth resources to be more responsive to our members and support their efforts to improve quality and patient care. By supporting the provider, making it easier for them to do the work they need to do, and making it easier for them to get the reports and the data that they need, we will improve patient care and the health of our communities.

Q: The MaineHealth Clinical Leadership Council, which you founded recently, is developing a set of system-wide quality and utilization goals. How will those align with the goals developed by the ACO's Value Oversight Committee?

A: The Clinical Leadership Council brings together the CMOs, CNOs and the medical staff presidents from each hospital, as well as representatives from the ACO, Maine Medical Partners, Maine Behavioral Healthcare and MaineHealth Care at Home. The purpose of the Council is to develop and recommend system-wide clinical goals and priorities for MaineHealth. The Council is incorporating many of the ACO Quality Heat Map metrics and Value Oversight Committee priorities, but also considering hospital, patient safety and service line goals. This will help us align resources in a way that can support success across the continuum and in all of our organizations. The Council members are excited about working together in new ways to transform clinical care and drive great performance.

Q: What's your top work priority right now?

A: I'm new enough to the organization that I'm still spending a lot of time listening and learning about what is important to our providers and medical staffs, what's working and what's not working. Across the system, I find that our physicians have a lot more in common than they have differences. They're all striving to provide the best patient care and the best patient experience. But they are all feeling the burden of ever increasing demands on their time and processes that don't work very well. Physician burnout, particularly in primary care, is a really big concern for me. Sustaining our clinical workforce into the future is essential. Along with the quality work, that's my top priority. Without engaged and

healthy physicians, and an environment that supports the joy of medicine, we will not be able to achieve the breakthrough clinical performance and patient engagement that is the key to improving the health of our communities and being successful as a system.

Q: What do you do to stay active?

A: I have a 2-year-old Golden Retriever puppy, so that's very helpful! Now that the snow has melted, she enjoys taking long walks on the Eastern Prom Trail – meeting all sorts of new people and chasing seagulls. That's been great. It's a beautiful walk and a great way to get outdoors and see Portland.

Q: When you find the time, what are you reading, watching or listening to?

A: I recently finished binge watching *The Crown* on Netflix; John Lithgow as Winston Churchill was amazing. I'm looking forward to season two. I'm finishing a Harlan Coben murder mystery featuring the Myron Bolitar character. I started the series on vacation as beach reading, but I got hooked and started another one. There are 11 books in the series so I'm going to need more vacation! I recently attended the Portland Symphony for the first time and I'm looking forward to a summer of outdoor music and festivals.