

## SUCCESS STORY



An ACS-verified Level II trauma center and one of the nation's largest osteopathic teaching hospitals, 328-bed McLaren Oakland in Pontiac, MI, turned to SAMGI to deliver a 24/7/365, in-house surgical trauma program. The partnership has sped acute and emergency surgical care and provided integrated post-discharge services using experienced, on-site staff and evidence-based clinical practices.

## MCLAREN OAKLAND

### *McLaren Oakland grows trauma services, reputation with SAMGI surgicalist team*

Like many mid-sized hospitals, McLaren Oakland was challenged to deliver around-the-clock support for timely emergency operations. Though the hospital had a group of loosely affiliated surgeons providing coverage, the arrangement required balancing the surgeons' private-practice schedules and patients' typically urgent needs. After in-depth discussions with SAMGI's leaders, McLaren Oakland, one of 15 hospitals within the area's McLaren Health Care network, implemented the company's surgicalist model. In less than a year, the hospital documented benefits including enhanced patient care and residency training to support surgical specialties, along with significant engagement in the hospital's leadership.

#### **Early commitment meaningful**

SAMGI's commitment to McLaren Oakland's success was evident early on. "Our tri-annual ACS verification survey occurred as we approached the SAMGI program's launch," recalled hospital Chief Medical Officer Steven Calkin, DO. "SAMGI sent a trauma manager to advocate on our behalf for the go-forward plan that included our partnership. That level of support early on was very meaningful to us."

#### **Eliminating delays, delivering evidence-based care and improving quality**

Today, urgent operations are performed without unnecessary delays. "With an in-house team always here, we don't have to work around private-practice schedules," Dr. Calkin said. Industry evidence shows that delays in emergency surgery are linked to many adverse outcomes for patients and providers alike, including increased rates of post-op complications and hospitalizations, as well as higher hospital costs.

SAMGI uses a systematic yet personalized approach to care that's the core of its successful acute care surgical model. "We use evidence-based guidelines that standardize care, helping optimize clinical, financial and satisfaction outcomes," said SAMGI CEO Lynette Scherer, MD, FACS.

At McLaren Oakland, care coordination and staff satisfaction have risen. Hospital ED physicians now work directly with SAMGI's team, providing more-unified care and increased ED staff satisfaction. "Actually, satisfaction is up across the care team," Dr. Calkin noted, "primarily because regular access to the in-house surgeons by caregivers at the bedside has markedly improved communications."

## Foundation for growth

McLaren Oakland is now better positioned as a provider of leading-edge emergency surgical services. The hospital anticipates an increase in its trauma market share because of the around-the-clock presence of SAMGI's board-certified surgeons.

The partnership also has enabled the hospital to recruit and support high-end surgical specialties serving patients with more-complex needs — for example, its hepato-pancreato-biliary (HPB) surgical program, treating malignancies and diseases of the liver, pancreas, gallbladder and bile duct. SAMGI's surgeons work with the hospital's HPB surgeons in the surgical intensive care unit and assist with 24/7/365 management of this vulnerable patient population in the ICU and beyond.

McLaren Oakland President and CEO Margaret Dimond, PhD, said that the SAMGI relationship is a foundation for the future growth of the HPB program and other surgical specialties. "Our private surgeons feel more comfortable knowing we have 24/7/365 trauma surgery specialists in-house. SAMGI enables us to provide a bridge for private surgeons in off-hours and promotes better patient safety for post-surgical care."

## Supporting residency programs critical to a teaching hospital

McLaren Oakland is an affiliated site for two residency programs, integral to its role as a teaching hospital. "SAMGI has been instrumental in providing leadership and support of our residency education and training," Dr. Calkin said. Almost immediately after the partnership launched, a SAMGI surgeon offered to serve as the programs' site director. "She meets with them regularly, provides didactic training and has been very accessible."

## Leadership in a supportive partnership

Part of SAMGI's partnership commitment is leadership. Each of its surgeons with a full-time role at the hospital also serves on a professional staff committee



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McLaren Oakland

or in another leadership role. "The (SAMGI) trauma medical director serves on our medical executive committee and provides invaluable insights impacting many of our strategic decisions. SAMGI is always willing to collaborate with us in any way...even if it's not purely surgical in nature."

### About McLaren Oakland

McLaren Oakland, part of the McLaren Health Care network headquartered in Grand Blanc, MI, is a 328-bed hospital delivering primary and specialty healthcare services to the greater Pontiac/Oakland County area. Founded in 1953, today it's a comprehensive medical community including the inpatient hospital in Pontiac and outpatient facilities in Clarkston and Oxford. Among McLaren Oakland's clinical services are emergency and Level II trauma care, accredited stroke services, cardiology, cancer, minimally invasive robotic surgery, and orthopedics. The hospital also offers AOA-approved residency and fellowship programs in nearly a dozen specialties. [www.mclaren.org/oakland](http://www.mclaren.org/oakland)

### About SAMGI

SAMGI (Surgical Affiliates Management Group, Inc.) has been setting the standard for surgicalist performance for over 25 years. Created and owned by surgeons, SAMGI helps healthcare facilities around the country implement 24/7/365 strategic, structured surgical programs that encompass acute care, trauma, neurosurgery, urology, GI and orthopedics. [www.samgi.com](http://www.samgi.com)