As the OpEx program at MMC continues to expand, additional resources are being developed to support the program and the employees who dedicate their time to making it work. This is where Gemba Coaches come in. They coach senior leaders, frontline leaders, and staff in the how-to of Gemba walks, helping them understand the process and ensuring that appropriate Gemba practice is followed.

“Being a Gemba Coach is being part of the solution,” says Tho Ngo, Telestroke Program Manager and Gemba Coach.

Corey Fravert, Director of the Neuroscience Institute and Gemba Coach, agrees, “The closer you get to the patient, the more opportunities you have to contribute to quality.” Although he doesn’t work directly with patients, Fravert says coaching allows him to mentor and support those who do.

Some of the responsibilities of a Gemba Coach include:

- Tracking document usage and maintenance
- Looking for variations in process
- Responding to action items

“Gemba Coaches volunteer their time and talent to empower colleagues across MMC to make sustainable improvements using proven problem solving methods,” says Suneela Nayak, Director of Operational Excellence. “Gemba Coaches embody the principles of Operational Excellence and our Core Values and are truly MMC Heroes.”

The Gemba Coach differs from a Walk Leader in that Gemba Coaches are present on the walk to review the teams’ progress and the health of the KPI boards. In addition, Gemba Coaches are aligned with the area in which they work, so they are subject matter experts.

MaineHealth has announced the selection of a new chief medical officer for the system.

Dr. Joan D. Boomsma, currently the chief medical officer with Atlantic Medical Group of Morristown, N.J., will join MaineHealth in September. She will replace Dr. Bob McArtor, who came out of retirement to step back into the CMO role on an interim basis.

Dr. Boomsma is expected to be a key member of the MaineHealth team. She will help lead efforts in service line development, clinical integration, population health, safety and quality, payment reform and price transparency, as well as employee engagement, especially among our physicians. She will work closely with the CMO here at MMC.

“Dr. Boomsma will be an important member of our team, helping us to achieve our vision of working together so our communities are the healthiest in America. And I have to say we were all impressed with her credentials and keen instincts,” says Bill Caron, President, MaineHealth.

Dr. Boomsma has extensive experience as a physician leader. After receiving her undergraduate degree from Calvin College in Michigan and attending the University of Michigan Medical School, she completed an internal medicine residency at Northwestern University. She went on to complete a fellowship in pulmonary and critical care at the University of Illinois College of Medicine followed by a distinguished clinical career practicing at Northwestern Memorial Hospital in Chicago. She subsequently earned an MBA from the Kellogg Graduate School of Management at Northwestern University.

MaineHealth Selects New Chief Medical Officer

Joan Boomsma, M.D.
Valerie Fuller, N.P., (center, with Dr. Rene Love, left, and Dr. Ted Rigney, right) was inducted into the Fellows of the American Association of Nurse Practitioners (FAANP) last month. FAANP impacts national and global health by engaging recognized nurse practitioner leaders who make outstanding contributions to clinical practice, research, education, or policy to enhance the AANP mission.

Emily Zarookian, M.D., has joined Maine Medical Partners - Hospital Medicine. Dr. Zarookian completed her residency at Maine Medical Center where she served as the Chief Resident of Internal Medicine. She received her medical degree from University of Connecticut Medical School. Her clinical interests include medical education, health care disparities, and high value care.

In her spare time, she enjoys alpine/cross country skiing, swimming, triathlons, and book club.

Janessa Leger, M.D., has joined Maine Medical Center Department of Emergency Medicine. Dr. Leger received her medical degree from Tufts University School of Medicine. She completed her residency at Maine Medical Center where she served as Chief Resident in her last year. Dr. Leger’s clinical interest is women’s health.

Dr. Leger likes to spend time with her family, visit her hometown of Millinocket, and garden.

Lauren Wendell, M.D., has joined Maine Medical Center’s Department of Emergency Medicine. Dr. Wendell received her medical degree from University of Vermont and completed her residency at University of Pittsburgh Medical Center. She joins MMC from University of Pittsburgh Medical Center where she was a clinical assistant professor. Dr. Wendell’s clinical interests include medical student education and physician wellness.

In her spare time Dr. Wendell enjoys spending time with her family at the beach and travelling.

Lauren Wendell, M.D., has joined Maine Medical Center’s Department of Emergency Medicine. Dr. Wendell received her medical degree from University of Vermont and completed her residency at University of Pittsburgh Medical Center. She joins MMC from University of Pittsburgh Medical Center where she was a clinical assistant professor. Dr. Wendell’s clinical interests include medical student education and physician wellness.

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