



Covenant Leadership Communication Kit

LEADERSHIP COMMUNICATION SUPPORT KIT PURPOSE:

APRIL 23, 2015

The Covenant Leadership Communication Support Kit (CLCSK) is provided to our leadership team to help them share current and critical information with their teams, giving our front line colleagues a good sense of what their organization is doing and engaging them in their work.

CUSTOMER SERVICE MOMENTS/ A SAFETY MOMENT

FINANCIAL REPORTS

QUALITY

- Pneumonia mortality rate for July-February was 3.01%, which is better than our target of 3.04% (lower is better). We have had 11 patients admitted for pneumonia who died in our hospital. Aggressive and appropriate antibiotics are important for this population. Also important for this population is ambulation, incentive spirometry (deep breathing and coughing), and oral care.
- Congestive Heart Failure readmit rate within 30 days of discharge for July-January was 20.80%, which is better than our target of 20.80% (lower is better). We have had 83 patients readmitted after being treated for Congestive Heart Failure. Readmissions are a concern because they expose patients to additional risks when they are readmitted (falls, infections, etc.) Readmissions are also hard on patients and families. Several factors help reduce readmissions: making sure patients are ready for discharge, patient education using teach back, family support systems, medications in hand at discharge, setting of all follow-up appointments prior to discharge, discharge planning to provide patient post hospital support services (home care, etc.), calling patients post-discharge, post discharge medication review, etc.
- Sepsis Mortality rate for July-February was 10.55%, which is worse than our target of 8.02%. We have had 172 patients die with a diagnosis of sepsis. Sepsis is an infection in the blood that can attack patients at any age. Sepsis can be caused from infections in the chest, wound, urine, or other sites. Sepsis occurs in stages and patients can rapidly move from an early stage to a critical stage. Signs of sepsis may be confusing. Early identification is important in order to quickly treat the patient and reverse the sepsis progression. Early and aggressive treatment = saved lives.



Extraordinary care for every generation.



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PATIENT SAFETY/HRO

Process Improvement pitfalls can be overcome with clearly defined team scope and well defined team roles. Team Champions provide critical team oversight, provide the team members empowerment to improve the process, and approve the team scope and improvement strategies. Team Champions also assign tasks and deadlines.

DAILY CHECK IN

CUSTOMER SERVICE SCORES/VIDEO

Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey scores allow us to measure how often we are ALWAYS providing very good care. Awards are given on a quarterly basis. The Inpatient Unit and Outpatient Department of the Quarter includes support departments. Each award will have \$1,000 to be used as the Unit/Department chooses.

- For the month of March, our composite mean score is 82.5
- Fiscal Year-to-date (The period between July 2014 and June 2015) The mean score year-to-date is 82.1.

OUR GOAL: Provide all patients with an EXTRAORDINARY patient experience and increase the composite mean score to 83.9 overall by June 2015.

Third Quarter Inpatient Winner: The Birth Center with a score of 79.3, over a target of 74.9.

Third Quarter Outpatient Winner: Outpatient Cardiology with a score 95.9 over its quarterly target of 95.1.

NEW EMPLOYEE VIDEO

75TH PERCENTILE PRODUCTIVITY

WILDCARDS/EXTERNAL RADAR SCREENS

MISSION STATEMENT:

"Extraordinary Care for Every Generation"

NOTES: