

TRAINING

Lab Location: GEC, SGMC & WAH
Department: All Staff

Date Distributed: 3/7/2018

Description:

Attached is information about Adventist Healthcare's mission, Pillars and RISES values. The pillar information has been updated for 2018.

Also included is the Laboratory's 'Our Main Thing' which defines our purpose, process and responsibilities in achieving the mission. It too is updated for 2018.

As contract employees at the Adventist facilities, we are expected to:

- learn and **be able to state** these concepts
- demonstrate these values in our actions and work every day

These concepts and the role they play within our lab are discussed at every general staff meeting. The information is also included as part of the monthly QTV presentation.

Please review the attachments and then take the MTS quiz.
You must score 100% on this quiz.

Our Mission:

We extend God's care through the ministry of physical, mental and spiritual healing.

Establish System Direction via Strategic Planning Process – Our Main Thing

Determine Pillar of Excellence Measures of Success –

Dashboard Graphs

Monitor Progress – PDP Goals

Our Vision:

To be the regional leader of our six Pillars of Excellence by 2022



Core Process Mapping

Improve Performance by using DMAIC Methodology – Dept PI Projects

Align & Cascade Entity Initiatives to Drive Performance –

Our Values: Respect • Integrity • Service • Excellence • Stewardship

Adventist HealthCare Values

Our foundation of faith informs our priorities and actions. We look to God's character to help us define our identity, shape our culture and communicate who we are. Adventist HealthCare has chosen five expressions of God's character to be the values that guide how we live out our mission.

RESPECT We recognize the infinite worth of each individual.

Our understanding of what it means to be a human being is rooted in our belief that God created mankind in his own image (Gen 1:27). This unique formation gives humanity intrinsic worth and dignity. Because all human beings share in this distinction, we both honor God's likeness inherent in every person and also imitate His character by treating all people with respect (Ps 8:4-8; Gal 3:28) and acceptance (Rom 15:7).

INTEGRITY We are conscientious and trustworthy in everything we do.

God demonstrates His trustworthiness as being reliable, certain and dependable throughout Scripture. God's words and actions are faithful and true (Psalm 33:4), and so we strive to have all of our decisions and actions reflect these values. Our integrity ensures that we recognize our limitations as human beings, do all we can to correct unintentional mistakes and work to build trust in our service.

SERVICE We care for our patients, their families and each other with compassion.

God's love and compassion is the essence of His identity (Exodus 34:6) and manifests in us as the irrepressible urge to come to the aid of those in need (Psalm 40:1-2). God has called us to extend His care and therefore, we are to be "clothed with compassion, kindness, humility, gentleness and patience" (Colossians 3:12) toward all those we serve.

EXCELLENCE We do our best every day to exceed expectations.

Although no one can compare to God's character, actions or ability to relate to others, we are called to model ourselves on His standard (1 Peter 2:9). When we act as His representatives, we strive to reflect His character and meet the needs of others by doing our work at a level that is praiseworthy (Phil. 4:8).

STEWARDSHIP We take ownership to efficiently and effectively extend God's care.

God is the creator and keeper of all things (Psalm 24:1) and entrusted mankind with the care and welfare of the earth (Genesis 2:15). Our fulfillment of this role is realized through proper use of the talents and resources God has gifted to us for the benefit of others. We recognize the sacred trust placed in each of us to protect His creation for the benefit of others.



We extend God's care
through the ministry of physical,
mental and spiritual healing.

Did you know that AIDET, used to connect with patients and families, is embedded in our R.I.S.E.S. Values?

Here is a way to remember to demonstrate our R.I.S.E.S. Values everyday as we serve and "Extend God's Care".

RESPECT

Smile, make eye contact & greet. Listen & **ACKNOWLEDGE** their individuality.

INTEGRITY

Gain trust using words & actions. **INTRODUCE** ourselves & others as reliable.

SERVICE

Give time & attention. **EXPLAIN** more than you think you should.

EXCELLENCE

Communicate expectations, timelines & **DURATIONS**. Answer what & why.

STEWARDSHIP

Treat AHC as your own business. Express **THANKS** for their choice.

Cinnamon Kroll
Senior Internal Consultant
Learning & Organization Development Team

OUR “MAIN THING” – CORE PURPOSE, PROCESSES, & RESPONSIBILITIES

Laboratory

CORE IDEOLOGY

<p>Core Purpose <i>(Why do we exist?)</i></p>	<p>The Laboratories core mission is to provide accurate and timely results to aid clinicians in providing patients with “World Class” diagnostic services and care.</p>
<p>Core Processes <i>(What are the core processes to fulfill the purpose that you exist for?)</i></p>	<p><u>Pre-Analytic</u>: Specimen collection, handling, and processing <u>Analytic</u>: Specimen testing <u>Post-Analytic</u>: Result communication (Verbal, Electronic, Paper)</p>
<p>Core Roles & Responsibilities <i>(What roles are critical to carry out your core processes? What are their responsibilities?)</i></p>	<p><u>Pre-Analytic</u>: Phlebotomists and Processors <u>Analytic</u>: Technical Staff Members <u>Post-Analytic</u>: Phlebotomists, Processors, and Technical Staff Members</p>

ENVISIONED FUTURE

<p>Dashboard Measures of Success <i>(Current or Future Dashboard Goals)</i></p>	<p>Pre-Analytic: Mislabeled Samples Pre-Analytic: Timed Troponin samples Collected within 30 min Pre-Analytic & Analytic: Morning Labs Resulted by 0800 Analytic: ED Troponin samples Resulted w/in 30 min Analytic: STAT & ASAP Result Availability (K & Hgb) within 30 min Patient Experience – 50th Percentile (Overall Facility)</p>
<p>5 Year Strategic/ Visionary Goal <i>(What do you hope to accomplish and be known for?)</i></p>	<p>The laboratory will provide “World Class” diagnostic testing and services to our clinicians to achieve unparalleled in timeliness, accuracy, and efficiency.</p>