

## TRAINING UPDATE

**Lab Location:** GEC, SGMC & WAH  
**Department:** All staff

**Date Distributed:** 5/25/2018  
**Due Date:** 6/11/2018

### DESCRIPTION

#### Explanation:

We cannot successfully do our job unless we know where the organization is headed.

Adventist Healthcare mission, vision, pillars of excellence and values provide the 'direction' to achieve this journey.

Memorizing and knowing this information is a requirement for every employee. It is discussed at every staff meeting and written quizzes will be given in the future.

**If you have not already memorized, NOW is the time to do it.**

**1. What is the AHC Mission?**

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

**2. What is the AHC Vision?**

To be the regional leader in each of the six pillars of excellence by 2022

**3. What are the Pillars of Excellence?**

People

Quality and Safety

Patient Experience

Finance

Growth

Population Health Management

**4. What are the values?**

Respect

Integrity

Service

Excellence

Stewardship

**5. How do we know how to prioritize our work?**

Our Main Thing

For the lab, the main thing is to produce accurate and timely lab results

**6. How do we know if we are successful?**

Standardized graphs/metrics

**7. How do we define our work?**

Process mapping

**8. How do we improve our work?**

DMAIC

**9. What does DMAIC stand for?**

Define

Measure

Analyze

Improve

Control

**10. How do we communicate our work/success?**

Staff meetings and communication boards

**11. How do we build accountability into the process?**

Performance evaluations