

TRAINING

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

Date Distributed: 7/8/2020

Description:

Attached is information about Adventist Healthcare's mission, vision, Pillars, RISES values, AIDET and Bridging the Gap.

Note that the vision and Pillars have been updated, and 3 strategic themes have been added.

The Laboratory's **Our Main Thing (OMT)** defines our purpose, process and responsibilities in achieving the mission. Also included is information on how OMT is measured and used to improve our performance.

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.

EXCELLENCE IN MOTION HIGHLIGHT

Revised Leadership System

NEW Vision:

- We have achieved our goal of becoming a regional leader, and are setting our sights on world class!
- Includes the entire patient experience

Standard Management Approach

- Simplified to four steps

4 Pillars of Excellence

- People, Quality and Safety, Experience, and Finance
- Growth and Population Health Management are included in the Bigger and Beyond Strategic Themes



Addition of 3 Strategic Themes

- Defines our strategy to achieve our Vision
- Bigger – Sustainably Expand our Mission
- Better – Consistently Perform with Excellence
- Beyond – Promote Collaborative Innovation

Leadership System

Standard Management Approach

Strategic Themes

Pillars of Excellence



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?

We will provide a world-class patient experience to every person, every time.

3. What are the Pillars of Excellence?

People

Quality and Safety

Experience

Finance

4. What are the strategic themes?

Bigger

Better

Beyond

5. What are the values?

Respect

Integrity

Service

Excellence

Stewardship

6. How do we know what to do?

Our Main Thing - to produce accurate and timely lab results

7. How do we know how to do it?

Process management

8. How do we know how we are performing?

Standardized graphs/metrics and Communication Boards

9. How do we improve our performance?

Lean Six Sigma Projects

10. How do we share key information with staff?

Monthly staff meetings

11. How do we build accountability into the process?

Performance evaluations

12. What is Bridging the Gap?

A set of expectations of behaviors that we will use with patients and each other.

G = Greet everyone by name

A = Anticipate their needs and exceed their expectations

P = Prepare them for what's next

13. What are the Four Supports to Bridging the Gap?

- Safety
 - Use plain language – we use familiar words, we ask questions, we share useful information
 - Put others at ease – we comfort others by building trust with them
 - Self care – we pay attention to our well-being, we look out for the well-being of our team members
- Presentation
 - Personalize the presentation – actively listen
 - Always use the 10-5 rule – at 10 ft. make eye contact, at 5 ft. we give a greeting
 - AIDET
 - Acknowledge
 - Introduce
 - Duration
 - Explain
 - Thank
 - Show pride in yourself and your environment – dress and act professionally
- Coordination
 - Build the bridge – we guide them to the next step, we provide warm hand-offs
 - Communicate and connect – we listen to understand, we are courteous, we communicate often and welcome constructive feedback
 - Close the loop – we follow through, we do what we said we were going to do
- Empathy
 - Stop and sit – we show we are present and engaged by sitting with others
 - Look using eye contact – we look others in the eye when we talk to them
 - Learn about them – we are curious about people, we ask questions, we listen without judgement