



Adventist

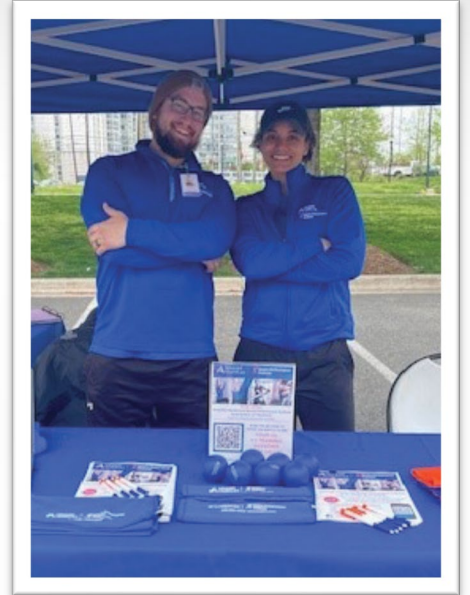
HealthCare

Monthly Meeting

June 2024

AGENDA

- Devotional
 - **Stewardship** Reflection
- Excellence in Motion Highlight
 - Leadership System Overview
 - How is AHC going **Beyond**
- Team Highlights



DEVOTIONAL

STEWARDSHIP

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

At Adventist HealthCare, we define stewardship as the careful and responsible management of something or someone entrusted into our care. In the healing work that we do, we are called to the highest level of attention and responsibility, using our skills, talents and resources wisely to ensure our patients experience physical, mental and spiritual healing.

DISCUSSION

1. Peter Block, author and organizational consultant, describes stewardship as the willingness to be accountable for the well being of another. In your work at AHC, what can you do to ensure you are accountable in caring for patients or another team member?
2. Which Bridging-The-Gap behavior best demonstrates the careful and responsible management of something or someone entrusted into our care?

DEVOTIONAL

Quote:

God has given us two hands, one to receive with and the other to give with.

Billy Graham, Christian preacher

Bible Verse:

As each has received a gift, use it to serve one another, as good stewards of God's varied grace.

1 Peter 4:10, ESV

Prayer:

God, thank you for the opportunity to bring healing into the lives of our patients and their families and making their day just a bit better. Bless the work of our hands as we extend Your care. AMEN.

STRATEGY SPOTLIGHT: GO BEYOND

How AHC is Promoting Collaborative Innovation

Adventist HealthCare has started a Medicare ACO (Medicare Shared Savings Program) since January 1st, 2024

- 7,267 attributed Medicare Fee-for-Service beneficiaries across 11 practices
- Our partnered physicians will continue to provide excellent care to their patient population
- Program runs for at least 3 years and aligns with other Total Cost of Care programs from HSCRC
- Three Quality Measures: HbA1c >9.0, Controlling High Blood Pressure, and Depression Screenings
- Nine practices are also partnered with our One Health Quality CTO for Maryland Primary Care Program (MDPCP)



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

OPERATIONAL EXCELLENCE SUCCESS STORY

We Do Our Best Everyday to Exceed Expectations

Sharing AHC Best Practices

PACS Home Health INR Monitor Usage for Clinical Staff-DMADV:
Equipment/supplies used for monitoring INR's in the home setting are expensive and were not utilized as often due to new anticoagulation medications. Nurses were supplied with a device and strips for home visits and it was found that most RNs rarely used their device in over a year.

How Did They Improve?

- Assessed needs to stock required for device and strips based on volume and trends
- Required staff to return all devices and strips from car stock
- Designed a new process for each office location to have 3 working devices, created a sign out log and process for all staff to be accountable for signing out the device, and reduced stock of strips

The device stock went from 19 to 6 devices, and several expired strips were discovered. Scaling to a few devices for each office resulted in a significant cost savings to the agency. The team is excited to see the savings in 2024!

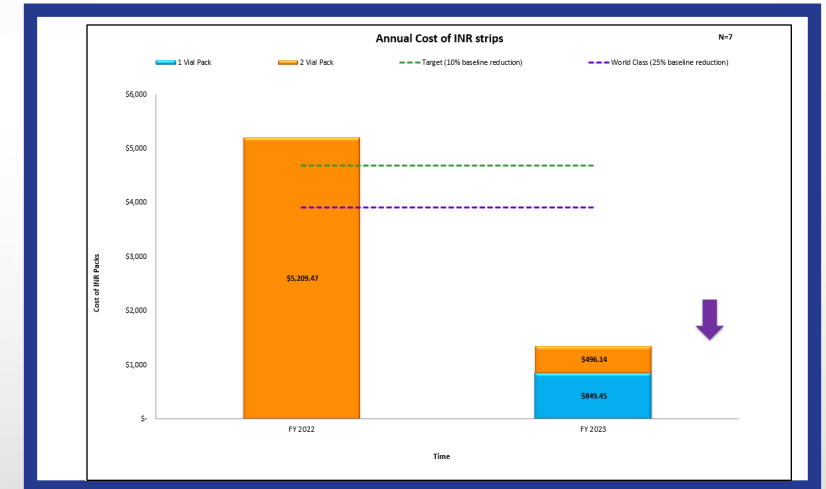


"We extend God's care through the ministry of physical, mental and spiritual healing."



Project Leader:
Kathleen Parcelles,
Wound Care
Specialist

How Did They Do?

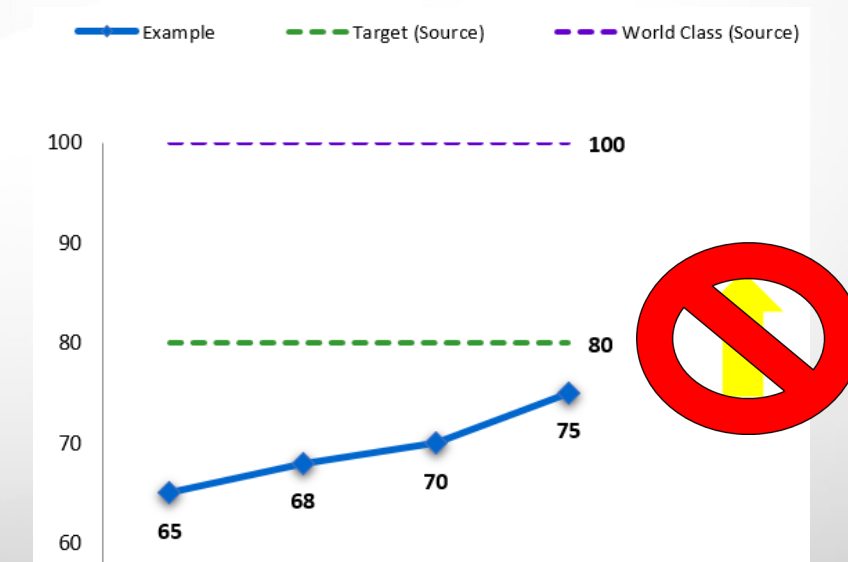
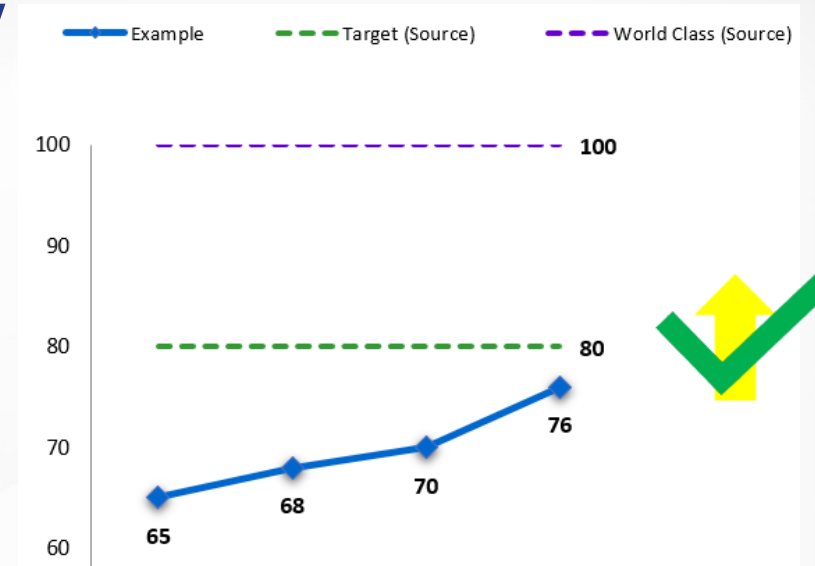


MOS GRAPH ARROW UPDATE

The  is back!

Yellow Arrow Criteria:

- MOS Performance must be within **5%** of **Target** Performance.
- To calculate the **5%**, use this formula $\text{Target} - (\text{Target} \times .05)$
- Example Calculation:
 - **Target** = 80
 - $80 - (80 \times .05) = 76$
 - For this example, if performance is between 76 - 79 then you would use the yellow arrow.



AHC COMMUNITY BULLETIN

How We Give Back to the Community

Going Beyond: Addressing Nursing Shortages in our Community

Maryland continues to experience a critical shortage of qualified nurses entering or remaining in the workforce. Montgomery College and Adventist HealthCare are partnering to grow a local workforce of qualified nurses through enhanced educational pathways that allow students to gain practical experience and connect with expert healthcare providers.

Through this partnership:

- AHC has made a pledge to support up to **50% of the tuition and mandatory fees for up to 350 student nurses from 2023-2030**
- AHC is also committed to providing mentoring opportunities, guest lectures, internships, and shadowing programs for students seeking an associate of science degree in nursing, and other health sciences

AHC is proud to also continue to partner with Washington Adventist University in support of their nursing program.

“Montgomery College is proud to be partnering with Adventist HealthCare to advance nursing education in Maryland. The scholarships, mentoring, and internships from Adventist will support our talented nursing students in their progress towards associate's degrees. Collaborations like this help fill workforce demands in critical areas such as nursing.”

Jermaine F. Williams
Montgomery College President.

“We are pleased to partner with Montgomery College in offering excellent and accessible education to ensure the next generation of nurses are fully prepared to provide compassionate, high-quality care.

This is one of the many innovative ways we look to improve both the quality of care and patient outcomes throughout our region as part of our mission to extend hope and healing in our community.”

Terry Forde
Adventist HealthCare President and CEO

WE WANT TO HEAR FROM YOU!



Do you have a great idea for performance improvement?

- ✓ **Talk to your manager**
- ✓ **Contact your entity leadership**

TEAM HIGHLIGHTS

- Discuss 6 Dashboard Graphs
- Continue the Monthly Meeting discussing information for your department.

Laboratory Team Topics of Discussion



FWMC

- Staff requested a holiday rotation schedule: Zanetta, Derrick and Paulette to follow up.
- Glint survey– Actions in response to survey are in progress
- MTS/Competencies due date 6/30/24
- CAP handing issues discussed– Reminded to follow CAP handling
- Staff encouraged to remind part timers about bench assignments to ensure all QC and Maintenance is performed and documented
- Staff said that Physician are still putting in late orders for morning collections– Rob SanLuis to follow up.

SGMC

- AHC Housekeeping needs to come regularly---Jonathan and Meaza to follow up
- Some of the Vocera's are not working---Maria to follow up
- Supplies: Butterfly needle supply depleted—Staff instructed to notify Maria of any supply issues (Short supplies)
- RISES Values including treating colleagues with respect
- Dirty lab coats not being managed properly- or picked up regularly
- Better Communication-- Use pass down log to communicate/document issues in addition to verbal
- Open date and expiration--Discussed must be documented on bottle. Will be discussed in daily huddle.
- Suggestions: Chem techs asked for headset phone for chem bench. Meaza and Jonathan will bring up to Rob.

Laboratory Team Topics of Discussion



WOMC

- Glint Survey
 - Staff re-assured that the Glint survey is anonymous
 - Staff encouraged to take surveys and be candid in their responses
- PT Survey Handling–
 - Follow survey instructions carefully.
 - Ensure that result reporting is accurate and matches patient reporting.
- MTS/Direct Observation—Deadline June 30, 2024
- Metrics– Keep up the Good Work!
 - Focus: Lactic Acid and Troponin
 - Any issues that prevent meeting the TAT, is to be documented on a variance form and given to supervisor/manager

Laboratory Team Topics of Discussion



WOMC

- Supplies– email Todd, Donald, and Chris with supply requests/issues. CC supervisors and managers.
- QC/Maintenance: Work as a team to ensure bench assignment duties are complete. Encourage/remind part timers of their responsibility to complete.
- Time and Attendance, dress code, and Rises Values



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