



Monthly Meeting

March 2025

AGENDA

- Devotional
 - Integrity Reflection
- Excellence in Motion Highlight
 - Leadership System Overview
 - Our New Vision Statement
- Team Highlights



INTEGRITY

We are conscientious and trustworthy in everything we do.

At Adventist HealthCare, we strive to have our actions reflect our values. Let us remember that it is our integrity that drives us to go above and beyond to build trust among our teams and in the communities that we serve.

Discussion

- Have you ever had to adjust your schedule to accommodate unexpected personal or professional demands while maintaining reliability? Share your experience.
- How do you show integrity in the work that you do?
- American architect, writer, inventor, and philosopher, Buckminster Fuller said, "Integrity is the essence of everything successful." Do you agree? Why or why not?

INTEGRITY (Continued)

Quote: “Leading with integrity and empathy requires vision and a connection to your deepest self.”

Karla McLaren, author

Bible Verse: “For we are taking pains to do what is right, not only in the eyes of the Lord but also in the eyes of man.”

2 Corinthians 8:21 (NIV)

Prayer: God, help us build trust and integrity in all our relationships and perform every task we encounter to the best of our ability. Amen.

Our Leadership System

The House





Our New Vision Statement

Vision 2030

Our Vision Statement is a forward-looking, aspirational goal. We are setting a desired outcome, stating what we aim to become – starting today.

Trust is a foundational principle in this statement, emphasizing the importance of reliability and dependability. It conveys that we want to be the preferred option by our patients, communities, partners, physicians, and staff.

“We will be the trusted choice for exceptional care in every community we serve.”

Our focus is on providing integrated, high-quality and outstanding healthcare services across the care continuum. This sets the bar for excellence in frictionless care delivery, highlighting that the care we provide will go above and beyond standard expectations throughout each patient’s journey.

Our exceptional care will be consistent across all communities within our healthcare system, leveraging the advantages of being a coordinated healthcare network. This underscores our ability to serve multiple communities with a cohesive process and standardized level of quality care.

WOMC Chest Pain Center – Code Heart Vital Signs

Sharing AHC Best Practices

- WOMC Chest Pain Center – Code Heart Vital Signs
- Utilized the Lean Six Sigma DMAIC methodology (Green Belt)
- Addressed the regulatory requirement of the every 15 minute vital sign order set not being followed as the patient transitioned from Cath Lab to the receiving unit

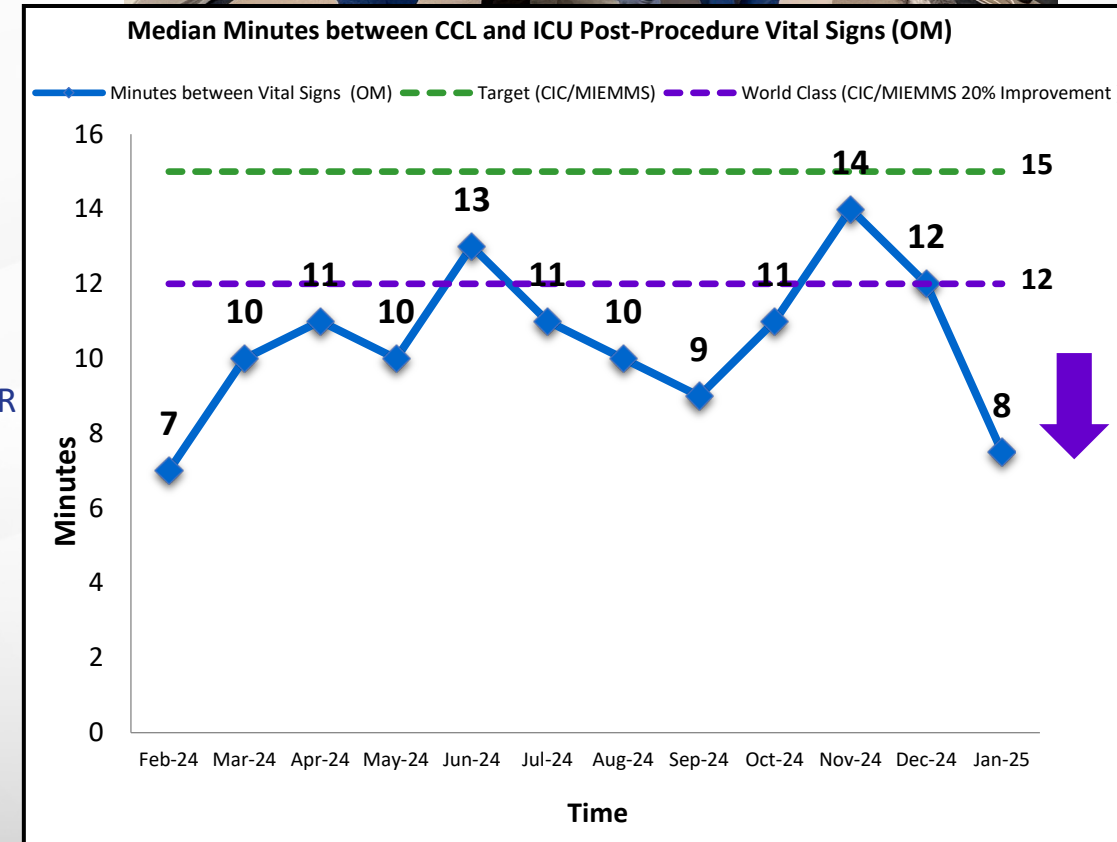
How Did They Improve?

- Provided feedback to RNs about documentation
- Changed the process to have a RN to RN hand off at the bedside for vital signs
- Changed the process to leave patient connected to McKesson after they are transferred to the bed (still in the procedure room)
- Educated team members on how /when to properly sync the machines, how/when to connect patient to Lifepak and how/when/where to properly document vital signs in EMR



Success Story Highlights:

- ✓ **Outcome Measure** - Minutes between last set of Vital Signs in CCL and first set in ICU has achieved and sustained world class for 10/12 Months (A significant change from a baseline of 29 median minutes in January 2024 to 8 median minutes in January 2025)
- ✓ **Process Measure** - % of STEMI's following the order set has exceeded target for 12/12 months (A significant change from a baseline of 33% in Sept 2023 to 75% in January 2025)



We Serve Everyone Fairly

In 2024, federal laws were updated to prevent healthcare discrimination.

Adventist HealthCare serves all people equitably.

- ✓ We do not treat people differently because of race, color, where they come from, age, disability or sex.
- ✓ We offer help to people with disabilities and language needs.
- ✓ We create policies, train team members and post support options to fulfill our Mission and ensure high-quality, compassionate care.

Learn more about the 2024 updates
at **Team.AHC.Link/EDI/1557Update**



Caring for Our Community

February is Heart Health Month!

We had a heart-tastic time at the WGTS Sticker Stop this month at Living Well.

- Nearly 100 community members stopped by the event for blood pressure screenings, CPR demos, a live broadcast and giveaways
- We also had a visit from our heart mascot, Betty Beats!



Did you know?

Heart disease is the leading cause of death for women in the United States? Join our panel of heart experts for a crucial discussion on women's heart health on February 26th

[The Heart of the Matter: Navigating Women's Cardiovascular Health](#)

During a cardiac arrest, every second counts. Survival chances decrease by 10% for every minute that immediate CPR and use of an AED is delayed. In addition to training and certification for our staff, AHC's Life Support team offers First Aid CPR & AED training and certification courses for community members.

[Community Class Offerings](#)



TEAM HIGHLIGHTS- FWMC

- 3/18/25
- Discuss 6 Dashboard Graphs
- Encouraged staff to take the GLINT survey released 3/11/25. Reminded staff to submit screenshots to a management team member to have their name entered into the raffle for prizes.
- Discussed the metrics and the need to improve Trop and Lactic Acid turn-around times.
- Informed the phlebotomy staff that timed collections not collected within 30 minutes will be reviewed by the supervisors and outliers will be investigated.
- Reminded staff that the hospital is within the JCAHO visitation window. Asked staff to check and make sure that the lab is tidy, and any issues be brought to management's attention immediately.

TEAM HIGHLIGHTS SGMC/GEC

- 3/26/25
- Discuss 6 Dashboard Graphs
- Integrity reflection discussed
- GLINT Survey participation - EXCELLENT! Mentioned the importance of feedbacks and comments to improve lab workflow and address issues.
- More GEC Day shift people to be trained to GEC (we have only 2 since the resignation)
- GEC issues on Humidity - getting better and with summer coming we will not have these issues a lot. AHC ordered a new unit to fix the issue and should fix the humidity and temperature issues at GEC.
- Critical calls - discussed that if nursing/hospitalist does not pick up>move to charge nurse> then move to Nurse admin - We have the capabilities to issue an RL to them so please gather as much information on the delay and give it to supervisors to issue.
- New projects for 2025

TEAM HIGHLIGHTS SGMCGEC- Cont.

- 3/26/25
- Discuss 6 Dashboard Graphs
- Anti-Xa QC problem on Stago, Ash suggested to revise our Maintenance schedule which is changing the o ring every week will solve this problem instead of every month. Meaza will follow up with this issue
- “Floors” are mixing up COVID swab and COVID antigen tests. They are sending the wrong samples. One order may be for COVID antigen and the nurse will send the PCR COVID sample, this is causing extra work for processing to call the nurse and request for the right sample type. They are also sending COVID swabs without orders is discussed.
- Lactic acid turnaround time must improve. A continuous communication between the processing staff and technical staff is required.
- Technical staff working in micro should give a Cdiff sample to processing if the test is positive. Reminders in all huddles must be done to resolve this issue.

TEAM HIGHLIGHTS- WOMC

- 3/13/25
- Discuss 6 Dashboard Graphs
- Encouraged staff to take the GLINT survey released 3/11/25. Reminded staff to submit screenshots to a management team member in order to have their name entered into the raffle for prizes.
- Informed staff of the Sunquest/Cerner downtime that was scheduled for 3/11/25-3/12/25.
- Informed staff of the lab alert issued by Ms. Marie regarding the Sunquest printers throughout the lab.
- Provided information regarding Lab Week 2025 (theme, food, games, etc.) and encouraged staff to join the employee engagement committee/volunteer to help.
- Discussed the metrics and the need to improve Trop and Lactic Acid turn-around times.
- Informed the phlebotomy staff that timed collections not collected within 30 minutes will be reviewed by the supervisors and outliers will be investigated.
- Reminded staff that the hospital is within the JCAHO visitation window. Asked staff to check and make sure that the lab is tidy, and any issues be brought to management's attention immediately.
- Rob informed staff of the new COO for WOMC, Jason Shockey, who is joining the WOMC team in April 2025.



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