

HPOE *Live!*

2016 Webinar Series

The presentation will begin shortly.

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A photograph of a modern, multi-story medical center building. The building features a mix of light-colored panels and large glass windows. The sky is blue with scattered white clouds. The text 'Memorial MEDICAL CENTER' and a logo are visible on the upper part of the building.

Memorial
MEDICAL CENTER

Memorial Medical Center
Springfield, IL

Charles D. Callahan, PhD, MBA, FACHE
Executive Vice President/Chief Operating Officer

Memorial
HEALTH SYSTEM



Net Revenue: **\$1.02 Billion**
of Employees: **7,247**

ABRAHAM LINCOLN
Memorial
HOSPITAL



Memorial
MEDICAL CENTER



TAYLORVILLE
Memorial
HOSPITAL



 **Passavant**
AREA HOSPITAL

Memorial
HOME SERVICES



Memorial
BEHAVIORAL HEALTH



Memorial
PHYSICIAN SERVICES



Memorial
HEALTH SYSTEM



mission:

to improve the health of **the people**
and communities **we serve.**

vision:

to be a national **leader for**
excellence in **patient**
care.

Values:

- S**ervice to Humanity
- E**xcellence in Performance
- R**espect for Individuals
- V**alue of Employees
- I**ntegrity of Relationships
- C**ommunity Responsibility
- E**qual Access



Quality

Treat more patients

At lower cost

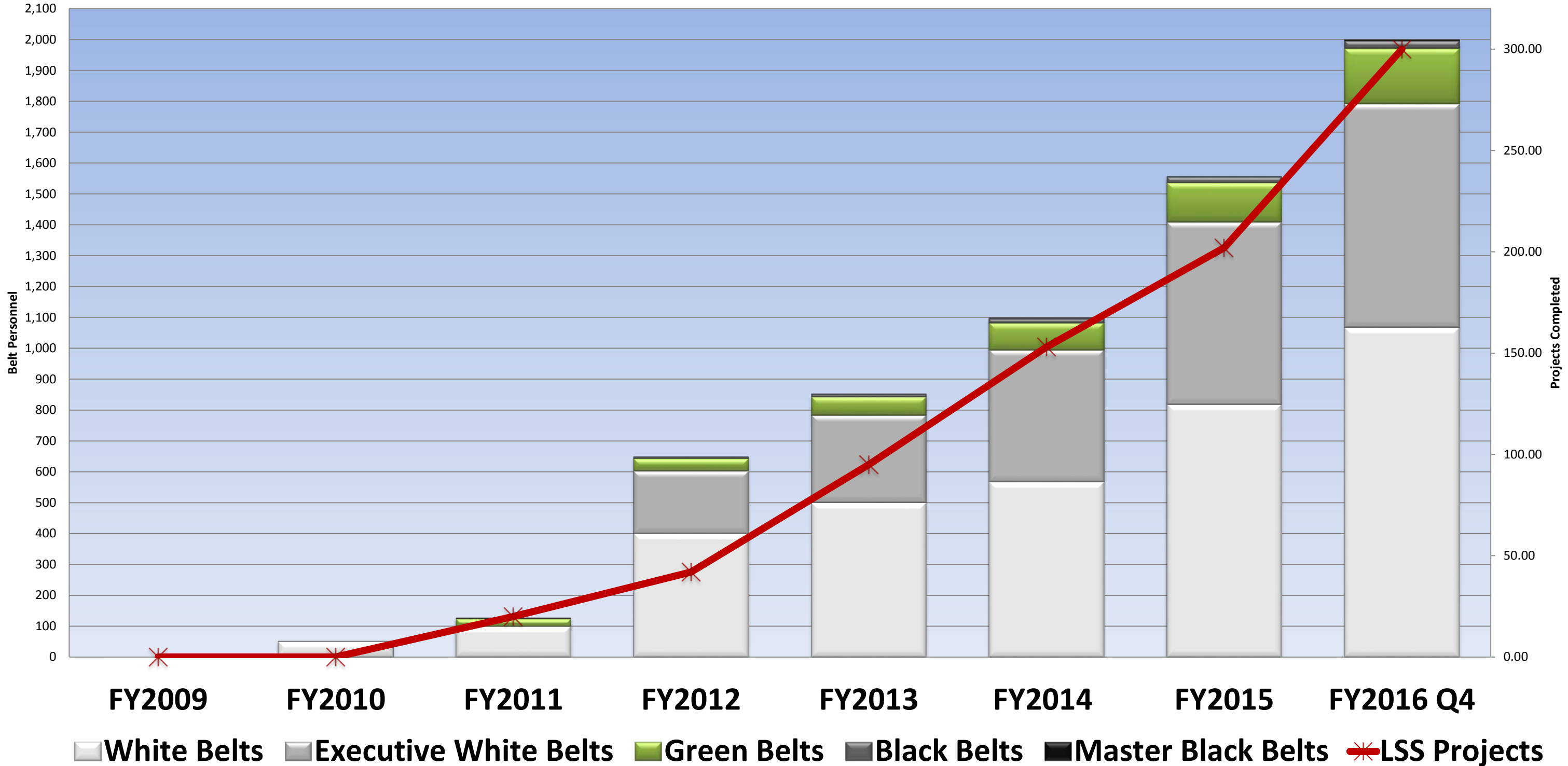


Structure

Process

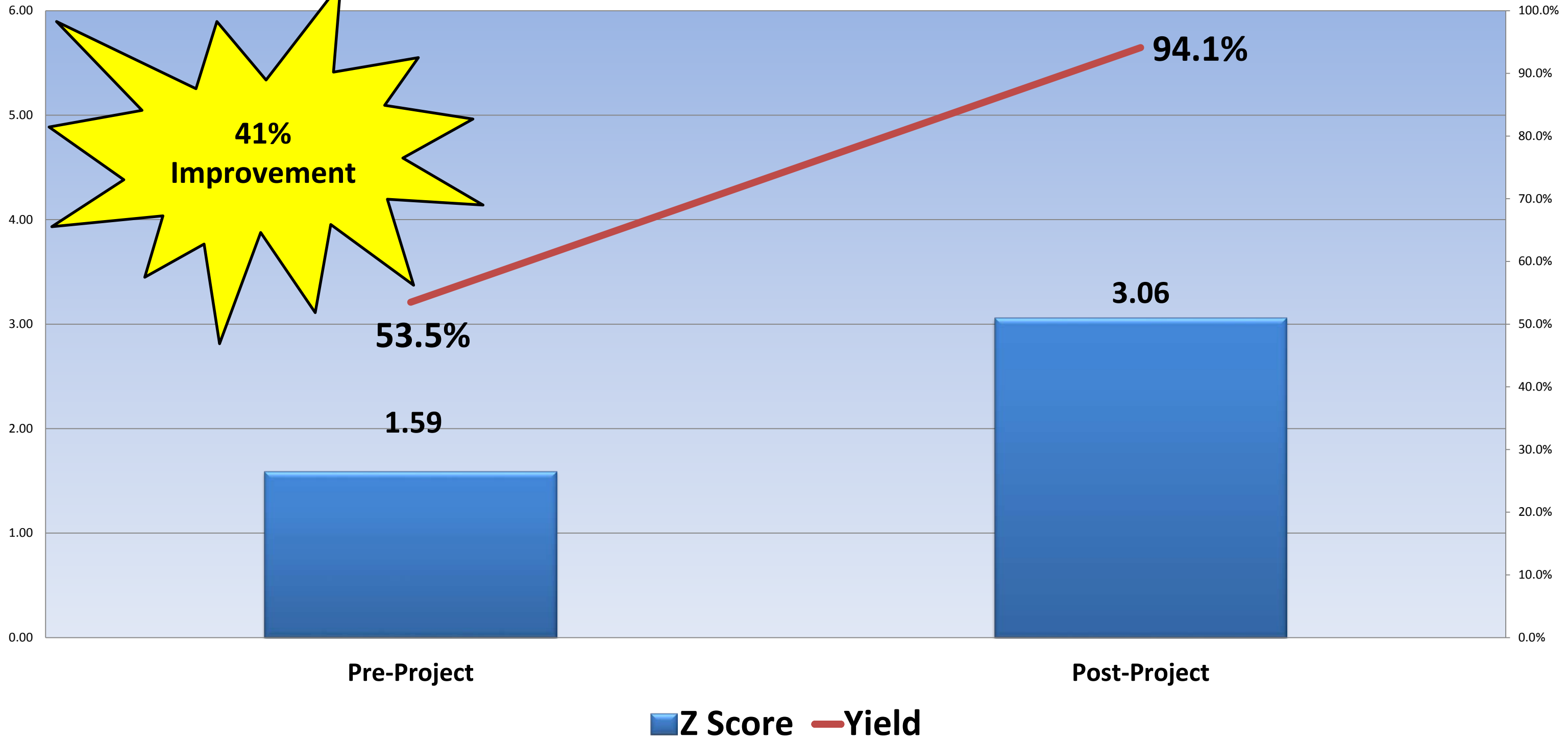
Outcome

Memorial Health System Quality Progress

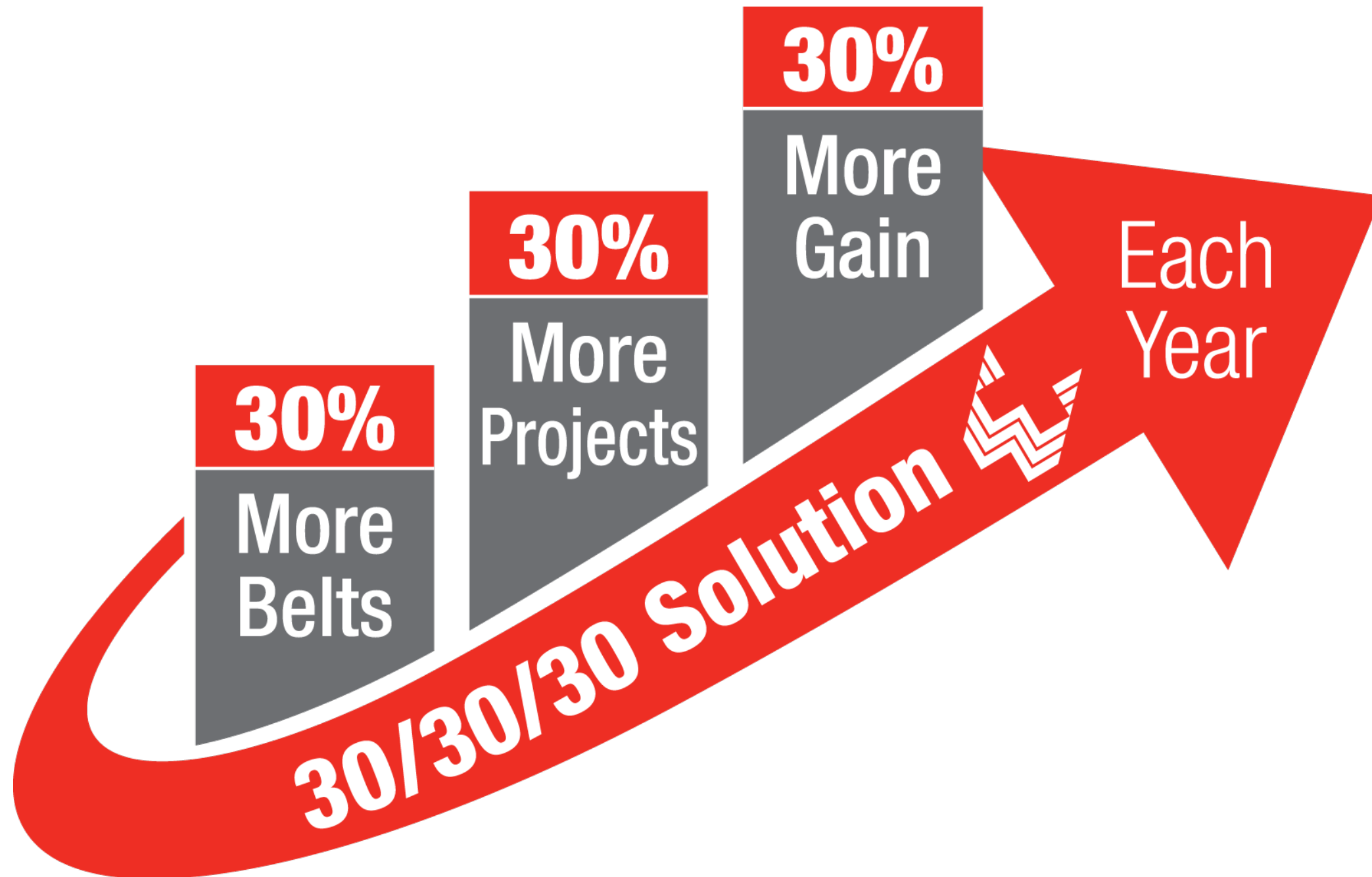


Memorial Health System Lean Six Sigma Improvement Trend

Program to Date (300 Projects)



The 30/30/30 Solution



FY2017 Quality Improvement Priorities

Priority Areas (7)

Reducing Waits and Delays

Preventable Patient Harm

Utilization of Resources

Reducing Severity Adjusted Mortality

Reducing Hospital Readmissions

Experience of Care

Behavioral Health

- 3 flights per year
- 10/1, 2/1, 6/1
- 120 days to Control
- Monthly Tollgates

Performance Excellence Model





228

Memorial
Center for
Learning &
Innovation





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Memorial Hermann Greater Heights Overview

Monday, February 29, 2016

MEMORIAL
HERMANN

WELCOME TO MEMORIAL HERMANN GREATER HEIGHTS.

MEMORIAL
HERMANN



BY THE NUMBERS

ANNUAL DATA OF 2016

MEMORIAL
HERMANN

GENERAL FACTS



Level III
Trauma Center



260

Beds



2,020

Babies Delivered



60,600

ER Visits



7,425

Surgeries



600+

Affiliated Physicians
on-staff



11,412

Admissions



6,829

Visits to the
Neighborhood
Health Clinic



78,308

Diagnostics
per year



1,143

Employees



630,000

Individuals live
in our Primary
Service Area

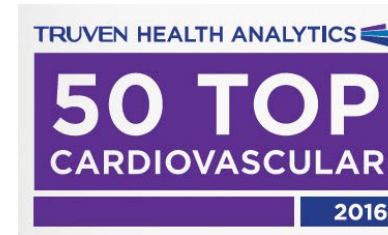
FY16 Awards and Accolades



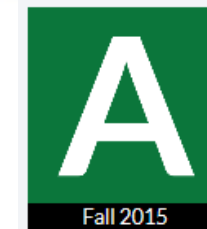
Pathway to Excellence Facility indicating exceptional nursing care. Part of our journey to achieving ANCC's Magnet status.



Recognized as a Joint Commission Accredited Primary Stroke & Joint Replacement Center



Recognizes as one of the nation's Top 50 Cardiovascular Hospitals.



Earned the nation's top distinction for patient safety with an "A" grade from the Hospital Safety Score for the third year in a row



7 Certified Zero Awards for HAC/PSIs



The American Hospital Quest for Quality Prize®

Hospitals in Pursuit of Excellence

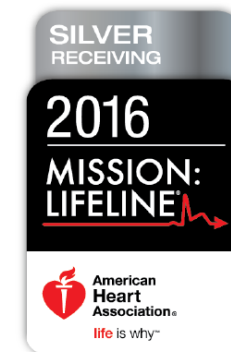
AHA Quest for Quality Finalist Award



First MHHS Community Hospital to receive CARF Accreditation



Received the American Heart Association and American Stroke Association Get with the Guidelines® - Stroke SILVER Achievement Award



Received the American Heart Association and American Mission Lifeline® Silver Receiving Center Award

Greater Heights Leadership Team



Susan
Jadowski, Sr.
VP & CEO



Jim Shallock,
VP of Finance



Melody
Dickerson
VP & CNO



Wes Tidwell
VP of
Operations



Neelofer
Durrani, MD
Chief of Staff



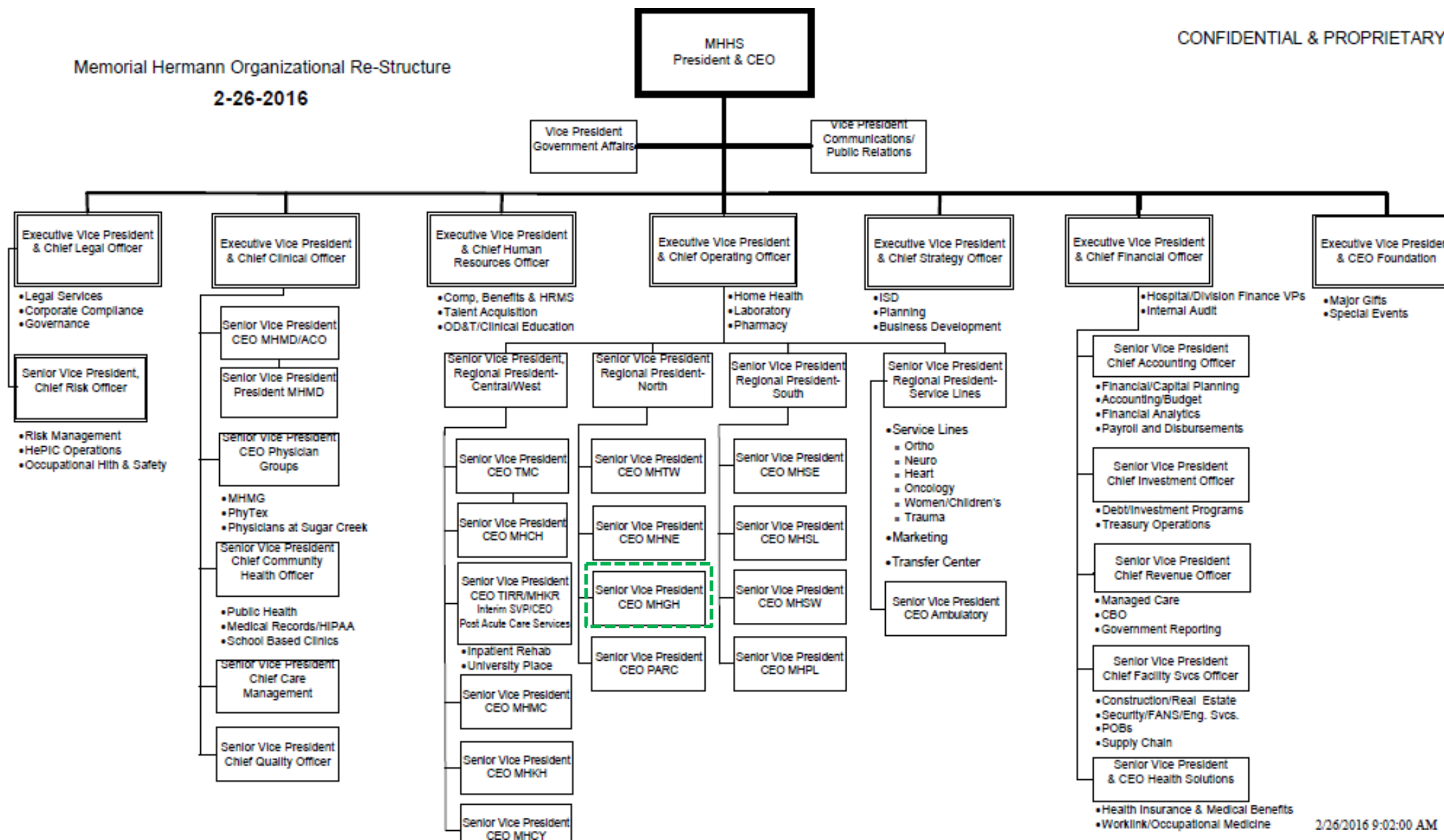
Vinod
Bhuchar, MD
CMO

MHHS Organization Chart



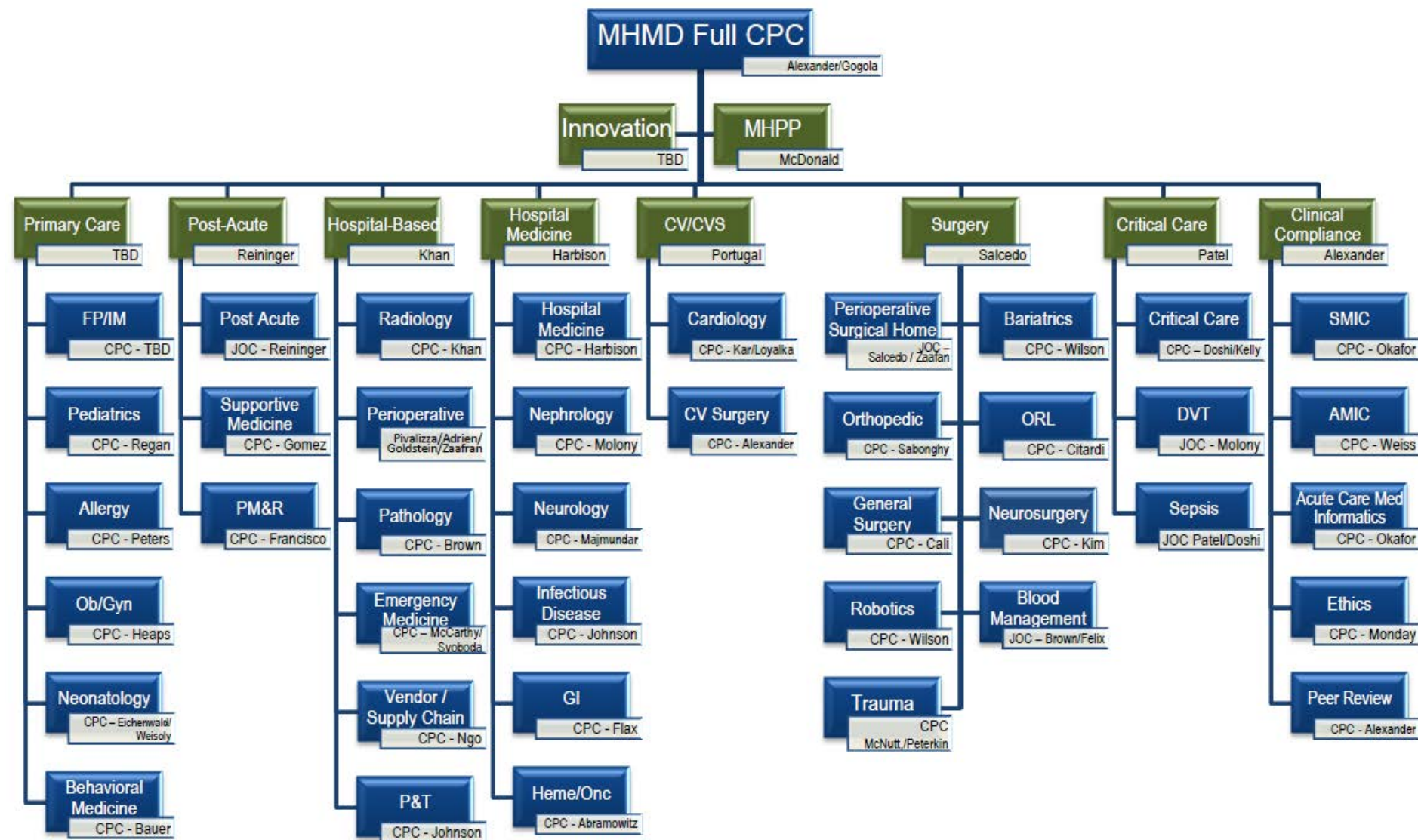
Memorial Hermann Organizational Re-Structure
2-26-2016

CONFIDENTIAL & PROPRIETARY



Clinical Program Committees

The Clinical Programs Committee (CPC) is the clinical arm of MHMD, with physician representation from all Memorial Hermann hospitals.



ADVANCE – IOM Crosswalk



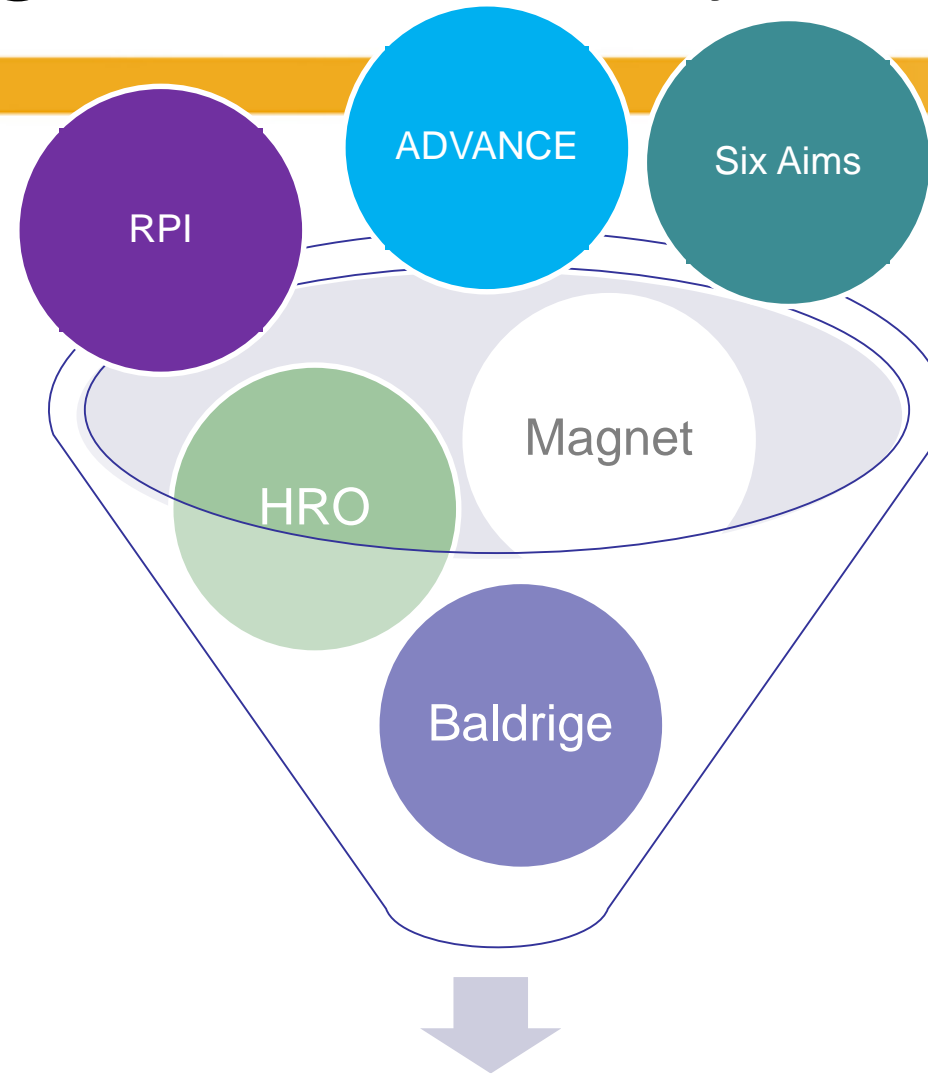
Memorial Hermann Strategies



IOM Six Aims

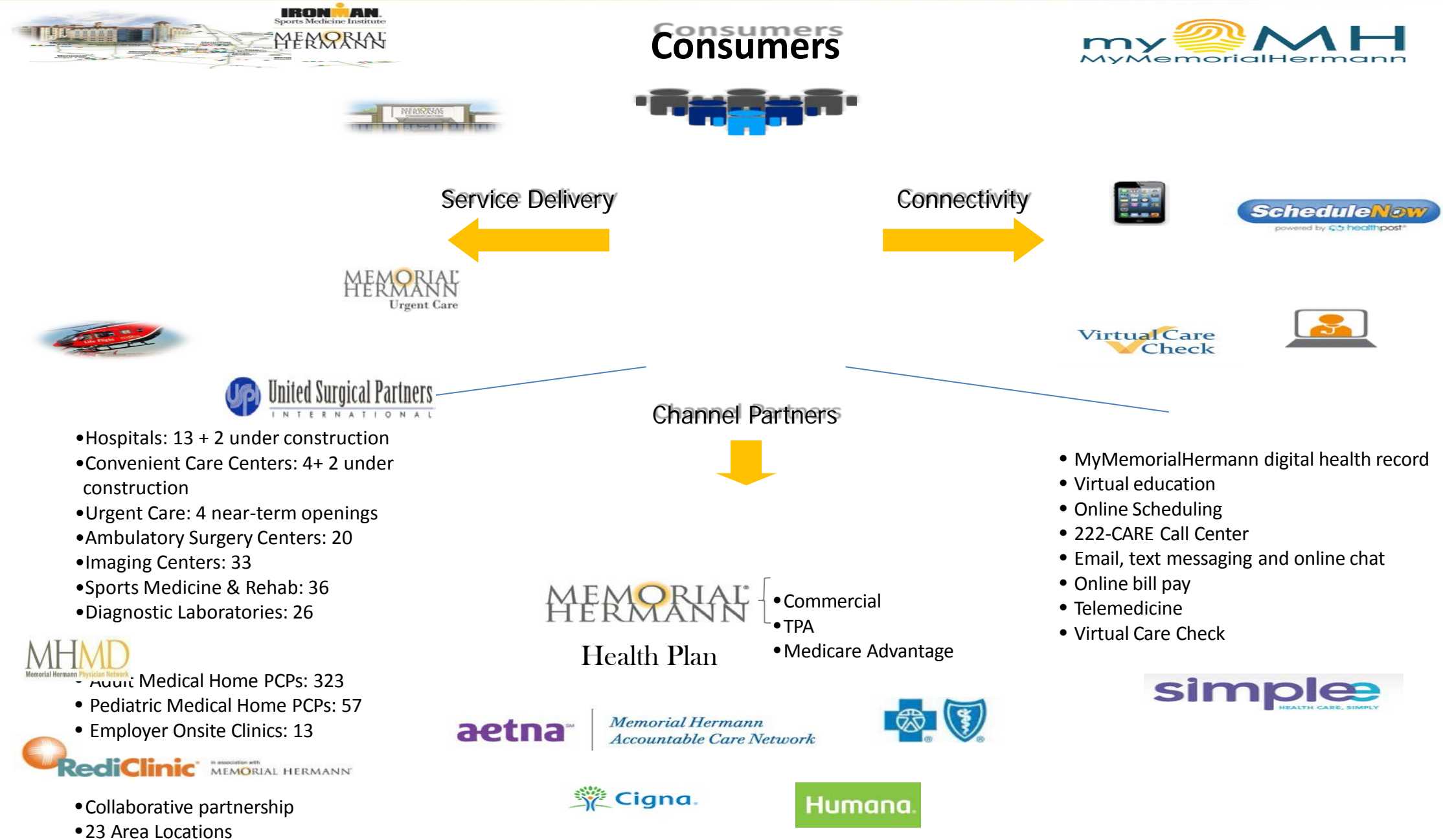


Simplifying our Journey



EXCELLENCE
Always

Consumer Driven Approach



- Accountability from top leadership (hospital and physician) to the front line
- Patient safety and quality focus
- Set specific, measurable goals
- Systematic approach to problem solving
- Hiring the “right” leaders who “trust and inspect”
- Consistent visible support
- Engage the customer

Accomplishments FY16&17

- CMS 4 Star Ranking
- 19mo Zero SSE-1's & SSE-2's
- 21 months Zero CAUTI Hospital Wide
- 22 months Zero CAUTI ICU
- 12 months Zero Iatrogenic Pneumothorax
- 12 months Zero PE/DVT
- 12 months Zero PC01 Early Elective Deliveries
- Leapfrog Grade A rating, third year
- Meritoriously performing ACS NSQIP hospital (top 10%)
- Physician Engagement 90th percentile
- Opened Memorial Hermann Greater Heights Urgent Care
- The Disparities Leadership Program Award 2015 – 2016 (Charlotte Alexander – System Quality Board Chair)
- Southeast Texas Regional Advisory Council (SETRAC) Award for Outstanding PCI Care
- Truven Health Analytics Top 50 Cardiovascular Hospital



“Quality is never an accident; it is always the result of high intention, sincere effort, intelligent direction and skillful execution; it represents the wise choice of many alternatives.”

William A. Foster

MEMORIAL[®]
HERMANN

ADVANCING HEALTH

Our Lady of the Lake Regional Medical Center

Baton Rouge, Louisiana



Our Lady of the Lake Regional Medical Center



800
Licensed Beds

7,166
Team Members

1,000
Medical Staff

35,000
Annual Inpatients

650,000
Outpatient Visits

165,943
ED Visits



Our Lady of the Lake Public-Private Partnership



Our Lady of the Lake Public-Private Partnership

North Baton Rouge
Urgent Care

72,808
since Dec. 2014

45,000 visits a year

Mid City Urgent Care

20,965
since Dec. 2014



Graduate Medical Education



Community Health Needs Assessment & Implementation Plan



2016 in Baton Rouge

Tigers trounced in Arkansas sports 1C

SNL alumna takes stage at Manship on Friday eatplaylive 1D

THE ADVOCATE
BATON ROUGE • LOUISIANA

WEDNESDAY
AUGUST 24, 2016

75c

Tornado kills two in Convent

Southeast La. hit by six twisters

BY AMY WOOD, STAFF COUNSELOR AND DAVID MITCHELL, ADVOCATE STAFF WRITER

A tornado tore through the Sugar Hill travel trailer park in Convent on Tuesday, killing two people, leaving more than 40 people injured and at least seven more injured by nightfall, the worst devastation as a series of storms erupted across the Baton Rouge area.

The storm tossed, crushed and leveled most of the estimated 140 trailers in the park. Of the injured, at least seven were in critical condition, said St. James Parish Sheriff Billy Martin.

About 200 people live in the RV park, Martin said, but it's not known how many of them were home when the severe weather hit about 1 a.m.

"People have been leaving here with very serious injuries," Martin said.

Gov. John Bel Edwards traveled to St. James Parish on Tuesday night to see the damage, while declaring a state of emergency to cover expenses for severe weather.

"I will be honest with you: It's a major miracle there were only five fatalities," Edwards said. "These travel trailers were picked up from here."

He said there were two or three people still unaccounted for, but that doesn't mean they are dead or injured.

It's not known yet the strength of the tornado that hit Convent and many other areas around the state, but National Weather Service teams plan to start surveying and rating the locations Wednesday morning, said Ken Graham, meteorologist in charge of the New Orleans-based brigade effort.

The office, located in Slidell, was staffed by Tuesday when a lightning strike took out their radar equipment and staff had to charter in planes for a short period while a tornado passed about a half mile away, he said. Radar resumed working, he said, because there are a number of backup radar stations nearby.

Although the on-the-ground survey won't be started until Wednesday, Graham said NWS staff could confirm many of the tornadoes because the offices kicked up by the storm showed up on radar.

Graham said the Slidell office will likely be looking at the tracks of six tornadoes in southeast Louisiana — four land tracks and two shorter ones. A seventh tornado, in Acadia, damaged about 12 homes on Grandview Street near Bayou de l'Est, an area west of Franklin, said Franklin Fire Chief Chuck Bergman.

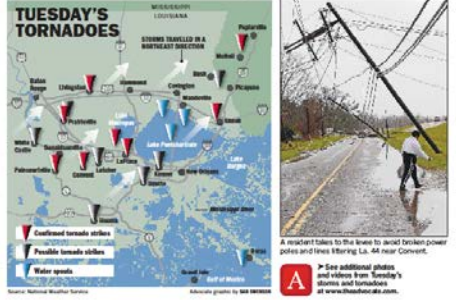
But only in Convent was there a loss of life reported Tuesday from the south Louisiana area.

See additional photos and videos from Tuesday's storms at www.batonrouge.com.

PHOTO BY AMY WOOD FOR THE ADVOCATE



An RV park in Convent suffered major damage from a tornado Tuesday.



House panel advances 31 tax bills

BY TYLER BRADSHAW, STAFF WRITER

In a rapid-fire fashion Tuesday, the Louisiana House's tax-writing panel sent 31 bills to the full House for an up-or-down vote on the way to passage.

The Ways and Means Committee forwarded 23 bills — some with a favorable recommendation, some with an unfavorable recommendation — to the House without any amendments — which he says are not going to pass. The committee's actions, really, meant it was clear because all

PHOTO BY AMY WOOD FOR THE ADVOCATE

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|------------|----|------------|----|-------------|----|---------|----|------------|----|
| Business | 6A | Comics | 6D | Deaths | 4B | Opinion | 6B | Television | 5D |
| Classified | 1E | Commentary | 7B | EatPlayLive | 1D | Puzzles | 4D | Weather | 8B |

COMPLETE COVERAGE INSIDE

4A The day in development

4A KCS, Jefferson officers work in pairs

7A The rolling cigarette can be phoning

4B 30, 18, 17, 16, 15, 14, 13, 12, 11, 10, 9, 8, 7, 6, 5, 4, 3, 2, 1

THE ADVOCATE
BATON ROUGE • LOUISIANA

MONDAY
AUGUST 22, 2016

75c

'SENSELESS'

Three officers killed, three wounded in shootout

BY AMY WOOD, STAFF COUNSELOR AND DAVID MITCHELL, ADVOCATE STAFF WRITER

Three Baton Rouge Police Sheriff's Department deputies, long-time friends, were killed and three others were wounded in a senseless Tuesday.

PHOTO BY AMY WOOD FOR THE ADVOCATE

Sunday morning gun battle rolls city on edge

BY AMY WOOD, STAFF COUNSELOR AND DAVID MITCHELL, ADVOCATE STAFF WRITER

PHOTO BY AMY WOOD FOR THE ADVOCATE

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THE ADVOCATE
BATON ROUGE • LOUISIANA

TUESDAY
AUGUST 23, 2016

75c

'BREAKING EVERY RECORD'

BY AMY WOOD, STAFF COUNSELOR AND DAVID MITCHELL, ADVOCATE STAFF WRITER

PHOTO BY AMY WOOD FOR THE ADVOCATE

Floodwaters roll south, some residents begin cleanup

BY AMY WOOD, STAFF COUNSELOR AND DAVID MITCHELL, ADVOCATE STAFF WRITER

PHOTO BY AMY WOOD FOR THE ADVOCATE

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Gunman Gavin Eugene Lang is a former Marine who assumed editorial position at 75c. Page 6A



#projectHealing

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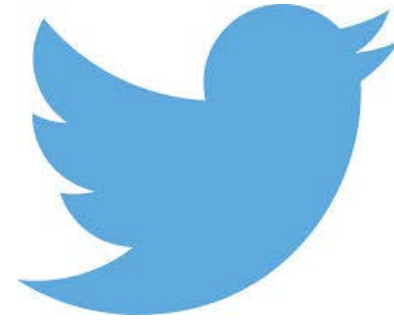
HPOE *Live!*

2016 Webinar Series

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<https://www.surveymonkey.com/r/hpoe-webinar-11-02-16>

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HPOE *Live!*

2016 Webinar Series

Upcoming HPOE Live! Webinars

- November 8
 - [A Look Behind the Curtain: Health Care Reform and the Path to Equity](#)
- November 15
 - [Partnerships for Population Health Management](#)

For more information go to www.hpoe.org