

@hoag

There's No Place Like Hoag!

Welcome to the **May 2013** issue of @hoag! This month's Management Staff meeting reinforced how we have entered a new era of health care driven by pay for performance. This "performance" is measured in several ways, including the ten metrics that comprise our Value Index. These instruments are real and meaningful, not just theory. They spotlight our strengths and areas for improvement – all to help us navigate and thrive in a changing marketplace.

If you take just one message back to your teams it is the importance of understanding, tracking, and delivering on the performance metrics in your area. We must be passionate and wholehearted as we set our sites to be among the top 10% of all hospitals in the nation.

Reminder: Please do *not* copy and distribute @hoag to employees. This is your tool to use in team huddles and **two-way communications** with your staff.

IT Update

Carrie Roberts provided a CIS update and Joseph Wolfgram described the new Hoag Tap Desktop for shared clinical workstations.

- **CIS Core Measures May 19 Activation was a smooth Go Live – thank you for your support!**
 - Purple shirts are available to assist
 - Call the Service Desk if you have additional questions
- **Hoag Tap Desktop**
 - The problem: Shared clinical workstations require users to log in and re-launch applications multiple times which takes time away from patients and other tasks.
 - The solution: Hoag Tap Desktop
 - Login just once each day – just tap in and out with your badge after that
 - Your individual desktop session is quickly available from any device location
 - Benefits
 - Sharing devices is fast and easy – Tap-OVER another desktop to get your own
 - Instant disconnect from desktop – safely and securely “suspends” your desktop in the Hoag Cloud
 - Improved printing – your desktop will know which printers are nearby and default printer preferences are remembered
 - What We Need From You: **Communicate with Your Teams**
 - Shared clinical workstations will have tap readers for employee badge access
 - **Pilot starts in Mother Baby Unit (7E) on June 3rd**
 - **Tap Desktop Activation scheduled for Sunday, June 23rd at HHNB and HHI**
 - ED Department activation timing to be determined

Value Index

Dr. Jack Cox gave a brief status report on the Value Index.

- The Value Index Report includes three components: Clinical Excellence, Service Excellence, and Cost Excellence
- Our goal is to be in the top 10% of all hospitals nationwide within three years. To get there we need to achieve an overall target of 86% in 2013.

- We are at 85% for Q2, but this is a moving target because all hospitals are continuing to improve. We must keep our eye on the ball and maintain momentum to reach goal by yearend.
- **Two areas continue to require our focused attention: Infection Prevention and Harm Avoidance. The single most effective way to improve these scores is to eliminate C. diff.**
- How do we eliminate HAI C. diff?
 - **Hand Hygiene: Gel-in BUT soap/water on the way out**
 - Isolation/personal protective equipment
 - Inform MD about new diarrhea
 - Isolate patients with suspected C. diff pending PCR
 - Wear and remove PPE per policy
 - Environmental Cleaning
 - Use Sani-Cloth Bleach wipes for disinfecting
 - **Contact time – continuously wet for 4 minutes**
 - Antimicrobial Stewardship
 - Reduce specimen bacterial contamination
 - Make sure Foley catheters are removed as soon as possible to prevent infection and avoid antibiotics that lead to C. diff. Remember, **antibiotics are not benign.**

Patient Satisfaction – Dot Up

Kent Lockart reported on HCAHPS and Outpatient Satisfaction scores, both key measurements related to pay for performance.

- Hoag’s strategic vision includes achieving top-decile ranking (top 10%) for all patient services by FY2015
- We have two Patient Satisfaction Surveys: 1) HCAHPS for inpatients and 2) Outpatient surveys in areas including Ambulatory Surgery, ED, and select outpatient locations
- How are we doing?
 - For inpatients, we continue to be in the top decile for “Recommend Hospital” and “Rate Hospital Overall,” and our scores keep climbing. We still **need concerted, focused improvement in several areas.** This includes **Communication with Nurses and Doctors, Response of Hospital Staff, Hospital Environment, Pain Management, Communication about Meds and Discharge Information.**
 - ED patient satisfaction is strong overall – keep the momentum going!
 - Ambulatory Surgery and Outpatient patient satisfaction has room to improve in all areas.
- We are moving into the final quarter of the fiscal year - **now is the time** to and improve these scores.
- **Leadership Call to Action: Understand your numbers, track your results, work the plans you have in place to improve, and review comments for the “texture” of the feedback to make changes that produce results**
- To track your performance, go to the Wave>Departments>Transparency>Patient Satisfaction

Hoag Trail to Wellness

Tanya Barrett and Lori Weaver shared an update on Hoag Trail to Wellness activities for May and June.

- Did You Know...
 - Hoag covers over 8,000 lives on our medical plan (including employees, spouses, children)
 - 5% of the covered lives on our plan represent 38.7% of total plan costs or premiums
 - 3,220 completed a biometric screening in 2012
 - Our wellness theme for May highlighted National High Blood Pressure Education Month. Employees received emails and flyers on simple steps to help lower blood pressure and how to keep high blood pressure under control.
 - Results from our blood pressure screenings: 43% normal readings, 49% pre-hypertension, 8% hypertension
 - Self-care management is critical to managing chronic conditions
 - June’s theme will focus on Men’s and Women’s health and include a mammogram screening campaign. Please see flyer on the June campaign starting June 1.

O.C. United Way Campaign

Michael Rose gave us a quick view of this year's United Way Campaign and reminded us to be extraordinary in our efforts.

- Campaign runs from May 21 – June 11
- Employees were mailed pledge forms to their homes, including return envelopes
- **Hoag Community Benefit will match employee donations dollar for dollar**
- Together, if we each contribute something – even \$5 – we can make a difference
- Donations to United Way support programs in education, income and health in conjunction with 90 partner agencies to assist those in need in Orange County

2013 & 2014 Goals/Initiatives

Robert Braithwaite gave a high level overview of the organization's goals and specifically touched on how the reimbursement model is changing.

- Instead of being paid for the services we provide, the industry has shifted to a pay for performance structure
- It is projected that almost 40% of our revenue this fiscal year is directly tied into how well we perform
- *What does this mean for you?* Your continued focus on all of the initiatives that impact our performance – and specifically **taking immediate steps to help make positive improvements in the areas identified in our Value Index** – not only impacts the organization's success but also contributes to the success of our individual employees.

Robert also reported Hoag's strong and developing association with CHOC. Hoag donated \$1 million to the building campaign for CHOC's newly opened tower, which has been well received by the community. We continue to explore new ways for CHOC to have a greater presence with Hoag including in Huntington Beach.

Leadership Reminders

- Prepare for Tap Desktop Activation on Sunday, June 23rd
- Value Index Scores: Focus attention and staff awareness to eliminate C. diff. Monitor prevention steps and engage peer-to-peer support.
- Dot Up: Know your numbers and track them closely. Intensify focus during final quarter.
- United Way Campaign: Encourage employees to contribute, even the smallest amount. Hoag Community Benefit will match dollar for dollar.

My Job as a Genuine Leader at Hoag

(If you attend Management Staff meetings, this applies to you)

- **Share** these topics with my team and discuss them so my employees begin to understand them
- **Ask** if I don't understand them myself because as a leader it is my responsibility to understand them and communicate them
- **Communicate** to employees on a regular basis.