



Hits & Home Runs

June – August 2005

Dear SJH Associate:

At St. John Health, REAL MEDICINE is all about the patient. It's our promise of Exceptional Care - Every Patient. Every Time. And with each award and every accomplishment, we come closer to *consistently* keeping that promise. Below you'll find our latest REAL MEDICINE Hits & Homeruns.

More than the awards and accolades, we celebrate the *people* – our leaders, associates, physicians and volunteers – who make these achievements possible and make SJH a great place to work and grow.

Please make sure to share this information with your co-workers, friends and family members.

We're proud of what we're accomplishing throughout SJH. Let's tell *everyone* what REAL MEDICINE is all about!

Regards,

A handwritten signature in black ink, appearing to read "E. O'Neil".

Note: While this list is not all-inclusive, it does provide a snapshot of all the great work that our SJH team is accomplishing. Please continue to share your good news by calling your local Community Relations Director. If you don't have a CR director at your site, please contact Corporate Communications at 3-1290 (586-753-1290).

Awards/Recognitions

- A 3% wage increase was announced for SJH associates to recognize their efforts in spite of significant market challenges.
- **River District** received the VHA leadership award for Clinical Excellence for the treatment of congestive heart failure.
- **Providence** School of Radiologic Technology received the maximum eight-year accreditation from the Joint Review Committee on Education in Radiologic Technology.
- **Care Science**, a care management and clinical access solutions provider, recognized top performance in overall clinical outcomes at several SJH hospitals, including:
 - * **St. John Macomb Hospital (SJM)** for ischemic stroke, all acute myocardial infarction and medically managed acute myocardial infarction
 - * **St. John Hospital and Medical Center (SJH&MC)** for all acute myocardial infarction, medically managed acute myocardial infarction and total knee replacement

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* **Providence Hospital** for total knee replacement and total hip replacement

- In a first-time collaboration with the Hospital Quality Alliance (HQA), the Centers for Medicare & Medicaid Services (CMS) has published its 2005 “**Hospital Compare**” **quality report**. The report includes data from nearly 4,200 hospitals across the country (including St. John Health) related to 17 measures of care for three common, serious health conditions – heart attack, heart failure and pneumonia. The data not only helps consumers make more informed decisions about hospital care, but also gives hospitals the data they need to ensure they are providing high-quality care. This year’s Hospital Compare report shows that no other health system in metro Detroit – as a whole – scored higher than St. John Health (SJH).
- **River District** celebrated its 40th anniversary of service to the community on Sept. 10.

Grants

- The **Holley Ear Institute** (HEI) received a grant from Marshall Field’s to support the weeklong Family Literacy program. Open to families with hearing parents and at least one deaf child, Family Literacy Week is designed to enhance family communication and stimulate language development in deaf children.
- **SJH/Providence** won a \$1.7 million state grant for nursing education programs. The grant will fund two accelerated, one-year nursing programs: the Second Degree Program and the Master of Science in Nursing Ed to prepare nurses to teach in nursing programs. The programs will be offered at Conner Creek Village.
- **SJH Eastwood Clinics/Conner Creek** received \$73,000 funding from the Detroit Health Department’s Bureau of Substance Abuse to provide Buprenorphine to detox clients addicted to heroin.
- **St. John Oakland** received a \$60,000 grant from the Respiratory Foundation of Southeast Michigan. The grant will be used to purchase new ventilators.

Medical Innovations

- **St. John Hospital and Medical Center** is now offering an enhanced breast cancer detection technique – breast magnetic resonance imaging (B-MRI) – that can improve cancer detection and save more lives. The technology can help to detect more cancer in high-risk populations.
- **St. John Macomb Hospital** participated in a national study that is showing promising results in treating patients in the early stages of breast cancer. Women who were given Herceptin in combination with chemo had a 52% decrease in disease recurrence.

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Mission Update

- **SJH associates** are already responding to the devastation along the Gulf Coast (due to Hurricane Katrina) through financial donations. While associates can give to any organization they choose, as part of Ascension Health we are concentrating our efforts on two organizations: The Providence Foundation, which is in Mobile, Ala., and Catholic Charities.
- **SJH overcame its final hurdle** on Aug. 31 when the Michigan Supreme Court ruled in our favor by declining to hear the appeal of our opponents seeking to block construction of the Novi Hospital. This ruling eliminates the final obstacle to construction of a 200-bed hospital that will provide inpatient care to the Novi community. Most important, the decision supports our ability to fulfill our Mission of providing needed care to all the communities we serve.
- SJH, in partnership with Accretive Health, introduced the **Patient Financial Advocacy Program** to assist and educate unscheduled admits regarding the patients' insurance coverage or other payment options available. Financial counselors are assigned to work with patients during their stay. Counselors have been trained to provide exceptional customer service, as well as to troubleshoot and problem solve billing issues to ensure that all patient questions are addressed.
- **SJH associates** helped build Habitat for Humanity's first playground and walking path in southwest Detroit. The project was part of Habitat's 2005 Jimmy Carter Work Project and is aimed at encouraging physical activity to combat the national epidemic of obesity.
- The **Physicians Who Care** continues to do phenomenal work. Currently, more than 300 SJH physicians have joined this dynamic group to help provide specialty care to patients who are either under- or uninsured. The program surpassed its FY 05 goal, providing care to 84% of all SJH safety net patients who sought specialty care through one of SJH's primary care access points.
- **Providence** has teamed up with the City of Southfield to host "100 Days to Health." The fitness partnership includes sponsors like Meijer, Blue Cross Blue Shield of Michigan, Southfield Community Foundation and Comcast.
- The **Van Elslander Cancer Center** opened Detroit's first Gilda's Club. The new club provides support to cancer patients of St. John Hospital and residents of the metro Detroit community, regardless of where they are receiving treatment. Support groups are offered at no cost to patients.

Advocacy

- **State Senator Martha Scott** accompanied St. John Home Care Nurse Jim Dwojak to get a firsthand look at the important role Home Care plays in the health care continuum. Sen. Scott represents the 2nd Senate District, which includes areas of Detroit and the cities of Hamtramck, Harper Woods, Highland Park and all of the Grosse Pointes.

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- **MaryAnne Rizza**, SJH Corporate Recruiter, and **Nancy Burton**, former VP of Patient Care Services, SJDRH, were invited to testify before legislators in Lansing. Mary Anne testified before the Senate Health Policy Committee regarding a bill that would require a strict nurse-to-patient ratio (SJH opposes the bill). Nancy shared information on Workforce and Patient Safety with the House Subcommittee that was debating a bill on mandatory overtime. (SJH's stand is that mandating overtime for health care workers puts patient safety in jeopardy.)
- **Frank Poma**, President of St. John River District Hospital and President of the St. Clair Rotary Club, was instrumental in getting Governor Jennifer Granholm to address a joint meeting of the Rotary Club and the St. Clair Chamber of Commerce. The governor spoke about the current state of Michigan's economy and referred to the desperate need for skilled health care professionals.
- **SJH leadership** participated in several high profile activities at the 25th annual Mackinac Policy Conference, including: the 4th annual Early Bird Island Walk/Run; production and distribution of a daily newsletter featuring health tips, as well as news about SJH's financial, community service and operational accomplishments; and hosting of a health care technology panel.

Major Initiatives

- *Customer Service*

* SJH officially launched **Care Promises** - part of its new Service Excellence initiative - at a special systemwide meeting of the Values-Added Service Partners. The program builds upon SJH's Values (particularly the Value of Reverence) by keeping its promise to patients and their family members that no matter where they enter our health system, they will consistently encounter the highest quality patient care experience.

* In July, **River District's** Inpatient Care was rated number one in southeast Michigan on the Press Ganey Customer Satisfaction survey for the fourth time in the last two years.

* **Providence** piloted a pre-discharge Rx program to speed up turnaround time on pre-discharge prescription filling. The program also lets patients know the amount of their co-pay and alerts the nurse or physician to any potential problems, such as drug shortages, the need for prior authorization or the drug not being covered due to formulary issues. The program is available on a limited basis at St. John Hospital and will soon be introduced at St. John Macomb.

* The Emergency department at Conner Creek Village earned a top box patient satisfaction score of 75% during the last quarter of FY 05. On average, Conner Creek's ED earned a 70.3% score for the entire year, compared to 58.5 % during the last two quarters of 2004. In addition, visits per day are up 18% from one year ago.

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- As part of its ongoing pilot project with Ascension Health (which began in November 2004), SJH is continuing to improve its revenue cycle by reducing denials and other uncollectable accounts. Working with Accretive Health, a leader in health care revenue cycle management, SJH is educating customers about their financial obligations earlier in the treatment process. That way, patients understand up front what their insurance company will pay and what they are responsible for. This enables SJH to collect the patient's portion of the bill at the "point of service" instead of weeks after services have been rendered.
- The **St. John Guild** Dinner raised \$130,000 for the St. John Hospital and Medical Center expansion project.

Physician News

- All of our SJH hospitals have launched "Physician Assistance Lines" (PAL) to help physicians get prompt responses to their questions/concerns. PAL grew out of an advisory board study recommendation. In addition to responding to doctors' inquiries, PAL provides valuable information to the health system by pinpointing the nature of and where problematic issues are within the hospitals; data will be shared regularly with executive teams at each hospital.

National Program Participation

- **eCare** – Planning activities continue for the implementation of eCare. St. John Health will implement this technology in phases across all seven of its acute care hospitals and in two ambulatory physician practices. In advance of the activation, project teams have partnered with Six Sigma to map the current workflows and identify how the new software solutions will change how SJH delivers care, making the delivery of health care to our patients safer and more efficient. SJH clinicians continue to participate in the national design of order sets and protocols intended to bring evidenced-based, best clinical practice to the bedside.
- **SJH and Duke University end-of-life care project** - St. John Hospital and Medical Center has been chosen as the pilot site for a three-year collaborative project with Duke University's Institute on Care at the End of Life. The project is based on the belief that there is great potential for high-quality, evidence-based medicine to more effectively provide for the holistic care of patients with chronic or life-limiting illnesses.
- St. John Hospital nurses are participating in a nationwide time/motion study. The study is a joint project of **Ascension Health and Kaiser Permanente** and is supported in part by a grant from the Robert Wood Johnson Foundation. The project is designed to determine ways to improve nursing care by studying the amount of time nurses spend on specific activities throughout the course of their day and the physical impact of the workload on their stress level.
- **Eliminating Facility Acquired Pressure Ulcers** – More than 250 nurses representing SJH and more than 60 Ascension Health hospitals and health facilities from across the country have unanimously agreed to work together to eliminate facility-acquired pressure ulcers across Ascension Health by December 2006. The

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nurses plan to eliminate facility-acquired pressure ulcers by adopting standardized assessment, intervention, documentation, products and measurement definitions. While the initiative marks the first time nurses have committed to implementing systemwide change across Ascension Health's 67 acute care hospitals, SJH has had a multi-disciplinary Skin Care Task Force since 2001.

Six Sigma Accomplishments

- Now in its third "wave" of projects, teams across the system are piloting improvements in 25 active projects, ranging from reductions in CHF Length of Stay, to improving Inpatient Bed Readiness, to improving the time for physician Privilege Appointment and Credentialing Enrollment (PACE). Each of these projects will help SJH to address Service Excellence and Associate/Physician Satisfaction, while simultaneously helping SJH reach its \$10 million hard dollar target. In addition to formal project work, SJH Black Belts and Master Black Belts are marshaling resources to assist with the *eCare* and Service Excellence initiatives.

Watch for more "REAL MEDICINE Hits & Home Runs" in the coming months!