



## Hits & Home Runs

May 23, 2005

**Dear SJH Associates:**

As we've united around a single Vision of consistently providing the highest quality patient care experience in all that we do – every day, without exception - we're definitely seeing the fruits of our labor, both operationally and clinically. And we couldn't do any of this without you! Thanks to you, we are able to celebrate – as a health system – the following “REAL MEDICINE Hits & Home Runs.”

What do I want you to do with this information? First and foremost, I want you to share this news with your friends and family members at every opportunity.

If we want others to know about the outstanding work being done throughout St. John Health, who better than each of us to become spokespersons for this great organization?

While this list is by no means all-inclusive, it does provide a wonderful snapshot of our “team” and all that we are 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).

Best regards,

A handwritten signature in black ink, appearing to read "E. Elliot".

### Awards

- **St. John Oakland Top 100 Award** – SJOH was named among the nation's 100 Top Performance Improvement leaders for the second year in a row by Solucient, a leading provider of strategic business and clinical information for the health care industry.
- **Governor's Award of Excellence** – St. John Hospital, St. John Macomb, St. John Oakland, Providence, St. John Detroit Riverview and St. John River District received several awards from MPRO – Michigan's Quality Improvement Organization. The awards – MPRO's most prestigious – were created through a collaborative effort between MPRO and Gov. Granholm to honor extraordinary improvements in adult health care.
- **Blue Cross/Blue Shield** – St. John Health hospitals earned 5 of the top 9 scores in the 2004 Michigan Blue Cross Quality Incentive Program, which resulted in an additional \$5.5 million in additional revenue for SJH. All 6 SJH hospitals scored among the top 35% of Michigan Hospitals.
- **MPRO Pillar Awards** – SJH was honored by MPRO for helping to address health care disparities through its participation in the MPRO-led physician training initiative to enhance health care providers' understanding of culturally specific patient needs. Working together with Henry Ford and the DMC, the Big Three of Health Care we were able to reduce health disparities among Detroit's African American seniors with diabetes by 50%.

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## Medical Innovations

- **St. John Hospital** became the first hospital in southeast Michigan to offer a new minimally invasive procedure for removing rectal tumors.
- **St. John Hospital** surgeons used the hospital's new **da Vinci Surgical System** for the first time in April. (The system allows surgeons to view the surgical site via a tiny camera that transmits a magnified 3-D image to a TV screen, which makes the process of cutting and stitching more precise).
- **Providence** was the only metro Detroit hospital to take part in a landmark worldwide study to evaluate the benefits of implantable cardiac defibrillators. The study was published in the *New England Journal of Medicine*.
- **SJH is one of first in the state to offer mobile PET/CT scanner** – PET/CT combines images from the highly sensitive PET scan (which detects changes in the way cells behave), with detailed pictures of internal anatomy from the CT scan. The mobile scanner rotates at **SJH&MC, St. John Macomb & Providence Park**.

## Mission Update

- **FQHC** - Advantage Health and SJH were recently approved to operate a Federally Qualified Health Center at St. John Health Conner Creek Village, on the former campus of St. John NorthEast. The center will bring comprehensive, cost-effective, primary and preventive health and dental care services to the local community.
- **CTUW** – Cover the Uninsured Week was marked April 30 – May 8. SJH provided support for several events, including the Health & Hope Summit, which brought together hundreds of faith-based and lay leaders from across Southeast Michigan to discuss the importance of the faith community to addressing the challenges of caring for the growing number of uninsured in our state.

## Major Initiatives

- **Detroit Riverview MOB** – Detroit Riverview just broke ground on a new three-story medical office/outpatient center on its campus that will help to increase access to primary and specialty care in the Detroit area. The MOB will be developed, owned and managed by Landmark Healthcare Facilities – a national leader in the development, operation and ownership of outpatient health care facilities.
- **St. John Hospital & Medical Center renovations** – The \$156 million patient-focused renovation is already under way and will solidify SJH&MC's reputation as a regional destination hospital for primary and advance medical treatment and research.
- **Providence Park Hospital** – We're essentially creating "two new hospitals" with this project. We're continuing with our plans to build an inpatient facility at Providence Park in Novi to address the need for a hospital in Western Oakland County – one of the fastest growing areas in the state. We expect construction on the \$224 million facility to begin this summer. At the same time, we remain committed to Providence Hospital in Southfield and are in the process of creating a strategic plan for that campus, as well as conducting a search for its new president.

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- **River District vascular lab** – River District recently opened a state-of-the-art vascular lab, which was made possible, in part, through the generosity of donors who supported several fundraising initiatives in 2004, as well as the hospital’s annual appeal, which raised \$130,000.
- **Customer Service** – There is a new system-wide focus on customer service. Instead of pockets of customer service excellence, we’re working to establish system-wide standards that will ensure we’re consistently providing the highest quality patient care experience in all that we do.

### Newly recruited physicians who are key to growth/success

- **New VPMA at Detroit Riverview** – W. Anthony Greer, MD, MBA, was recently named the new Vice President of Medical Affairs for Detroit Riverview Hospital. He has an extensive medical and administrative background.

### Six Sigma accomplishments

Projects are under way throughout the health system and are already demonstrating improvements in:

- Reducing wait times across departments for test results and services;
- Improving inpatient throughput, which is essential for customer satisfaction, as well as operating efficiency. These throughput projects are affecting important functions such as:
  - Moving patients through the Emergency Department, either to treatment and discharge, or admission;
  - Improving the efficiency of our surgery schedules;
  - Achieving the timely discharge of patients who are ready to go home

We anticipate \$10 million in savings in FY 06 as a result of Six Sigma projects. We are pleased to see physicians increasingly involved not just as members of teams, but providing strong leadership.

### Our role in national pilot programs

- **eCare** - Tremendous effort and resources are being put into the introduction of the electronic medical record – eCare, which will be launched at St. John Hospital and Medical Center in November and then rolled out at each of our other hospitals in subsequent months. SJH is one of a handful of pilot sites nationally - as part of an Ascension Health project - to implement this technology at all of its ministries. Benefits include improved patient safety through the reduction of clinical errors; improved quality based on evidence-based medicine; improved access and convenience for patients; real-time reporting of test results and treatments, and much more.
- **Keystone ICU Project** – A Michigan Hospital Association collaborative with Johns Hopkins University. The project uses clinical evidence to improve ICU care. Across SJH, blood stream infections and vent pneumonia rates are not only below the average CDC rate, but since we’ve been involved in the project, we’re blowing the CDC rates away, with infection rates way below the CDC average.
- **SJH selected as national alpha site by AH** – SJH was selected by Ascension Health to serve as a national alpha site to reduce catheter-related blood stream infections. We have already reduced these infections to almost zero.

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