

Hits & Homeruns (September & October 2005)

Awards & Recognition

- For the **fifth** year in a row, **Providence Hospital** has been ranked as one of the Top 100 hospitals in the country for heart care by Solucient, a company that provides strategic information to the health care industry. The study singles out those hospitals that have achieved excellence in care, efficiency of operations and sustainability of cardiovascular performance. Only three other hospitals in Michigan made the list.
- **St. John Home Care** received the 2005 Michigan Award of Excellence for Improving Care in the Home Health Setting from MPRO – the Michigan Health Care Quality Improvement Organization.
- The **Center for Bloodless Medicine** at **St. John Detroit Riverview Hospital** received special recognition from the Association for Blood Conservation – the only national organization that accredits bloodless medicine programs. Riverview’s program was the only program in Michigan and one of only eight nationally to be recognized for its accredited status and for meeting the association’s blood conservation standards.

Grants/Appropriations

- **Open Arms**, SJH Community Health’s grieving children’s program, received a \$40,000 grant from the Federal Crime Victims Fund. An additional \$10,000 required fund-match was provided by the Community Health Investment Corporation. Funding will be used to provide crucial services needed by family members who have lost a loved one to violence.
- **Conner Creek Village** was the recipient of a more than \$490,000 federal appropriation. The funds will be used for capital expenditures, including purchasing new ultrasound equipment and upgrading computers in the Emergency department; outfitting new exam rooms for the Federally Qualified Health Center; and purchasing high-tech equipment to support the joint accelerated nursing program between Conner Creek and Oakland University.

Medical Innovations

- **St. John River District Hospital** has added a new service, referred to in the industry as “House Physicians.” Two doctors, each working 12-hour shifts throughout the week (including holidays and weekends), provide an added physician presence. While the service is found in most large teaching hospitals, it is not typically found in most community hospitals. River District is the only hospital in St. Clair County with this service.
- **St. John Hospital and Medical Center** has acquired technology that is giving physicians access to three-dimensional, comprehensive views of the heart and coronary arteries in the time it takes the heart to beat five times. The new LightSpeed Volume Computer Tomography is yet another tool for faster diagnosis and treatment of stroke and/or heart attack.
- Ascension Health recently kicked off a nationwide effort to establish **Medical Emergency Response Teams** (MERT) at all of its acute care facilities. SJH is ahead of the curve, with several teams already in place at St. John Macomb, Providence, St. John Oakland and North Shores (with plans to roll out teams at other LOUs in

the near future). MERTs bring critical care expertise to the bedside, helping to reduce non-ICU arrests and post-op emergency transfers.

- Cancer researchers at the **Van Elslander Cancer Center** are trying to determine if a low-dose anti-convulsant designed for epilepsy patients can help reduce or eliminate hot flashes in men receiving hormone therapy for prostate cancer. Nearly 80 percent of prostate cancer patients experience hot flashes.

Mission Update

- Nearly 400 men took part in free prostate screenings held in September and October at **Providence Hospital, St. John Hospital and Medical Center, St. John Macomb, St. John River District** and **St. John Detroit Riverview**. Former Detroit Lions wide receiver Freddie Scott, who credits early detection and the skills of SJH physicians with saving his life, made appearances at several SJH hospitals during the screenings.
- **St. John Oakland Hospital** made a \$5,000 donation to support youth programs in Madison Heights. Funds came from money raised at the hospital's annual "Hands Around the Table" tastefest.
- **SJH associates, physicians and volunteers** continue to respond to the health care needs of people living in the hurricane-ravaged Gulf coast. While some have used vacation time to volunteer to provide much-needed health care services, others across the health system donated SmarTime. **Donations topped \$50,000.**
- **SJH** is once again teaming up for the annual Shoes for Children campaign with the Historic Little Rock Baptist Church and Fox 2 TV. The goal is to collect 4,000 pairs of new school shoes and winter boots for children in the metro Detroit area who are in need.
- SJH held a **system-wide food drive** during October as part of the Michigan Harvest Gathering. The drive is a partnership with Gleaner's Community Food Bank.

Major Initiatives

Customer Service

- **SJH executive leaders** attended an intensive, two-day **Service Excellence Boot Camp**. The leadership course provided SJH leadership with a greater understanding of the state-of-the-art leadership skills necessary to energize SJH's culture and to help SJH become an employer and provider of choice in southeast Michigan.
- Nearly **900 Service Excellence Advisors (SEAs)** have been identified and training has begun. These will be the associates who will train coworkers on Service Excellence.
- **SJH introduced CarePromisesSM** to the public on Nov. 1, 2005. The promises were developed by associates and leaders across SJH and are driven by customer service best practices and directly connect with what patient research indicates matters most to patients. Because these Promises are unique to SJH, they will be trademarked. **CarePromisesSM** are being introduced via a mix of outdoor, radio and online messages.



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Associates, physicians and volunteers also are being encouraged to share their stories about how they or co-workers are helping to keep these Promises across SJH.

- **St. John Hospital and Medical Center** recently launched a new online Service Recovery Program that allows associates to go online to the hospital's intranet home page to order a fruit plate or gift basket to aid in service recovery. The new program empowers associates to remedy patient concerns without having to go through their managers.

Growth

- **Brighton Hospital** opened Henderson House - a halfway house located on its campus - that can house up to 16 men who live together in support of their recovery from addiction to drugs and/or alcohol. The new service is a natural addition to Brighton's comprehensive continuum of care.
- Groundbreakings were held for the **St. John Providence Park Hospital** in Novi, the major expansion of **St. John Hospital and Medical Center** and the **St. John Medical Center expansion at 23 Mile/Romeo Plank**. Associates, current and potential donors, local dignitaries, community members and SJH leadership took part in all three events.

Physician News

- *Hour Detroit* published its yearly list of Top Docs, which included many SJH physicians. It also singled out **Brighton Hospital** as a top hospital for the treatment of substance abuse and **St. John Hospital and Medical Center** as a top hospital for the treatment of heart attack and heart bypass.

National Program Participation

- **Providence Hospital** and **St. John Macomb Hospital** are about halfway through a study to evaluate the next generation of IVs – known as “smart” IV pumps. The two hospitals are among four Ascension Health hospitals evaluating the new pumps. They will make their recommendations to Ascension Health on which pump to purchase across Ascension Health at the end of the month.
- National Basketball Association star Alonzo Mourning visited **St. John Hospital and Medical Center** (SJH&MC) as part of the national **Rebound from Anemia** program. The program is designed to provide information about chronic kidney disease and its signs and symptoms. Mourning shared his own personal struggles with the disease. **Robert Provenzano, MD**, Chair of the Division of Nephrology, SJH&MC, is the spokesperson for the national campaign.

eCare

SJH continues its commitment to excellence with the startup this month of **system testing for eCare** – SJH's state-of-the-art electronic medical record system. Results from the testing phases will be one of the key factors in determining milestone launch dates for the project. Initially, SJH hoped to implement some initial components of *eCare* in November, but in recent weeks has decided to reframe many of the processes and the project structure. This delay will



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allow time for multi-disciplinary clinical review of design decisions that will impact workflow and help to avoid preventable missteps.

Six Sigma

On Nov. 17, Six Sigma teams from across SJH will report out to health system leadership on improvements realized from its third wave of projects. While these projects transition into sustained Control, Six Sigma is turning its sights ahead to determine its next wave of projects. In so doing, SJH is maturing in its approach as to how this work is accomplished. Rather than exclusively running Six Sigma (DMAIC) projects, SJH's cadre of Black Belts will employ additional training in Lean philosophy to execute Rapid Improvement Events and Lean Projects. The sum of these will be spelled out in the form of an 18-month roadmap – detailing the opportunities for improvement in a specific key business metric. In addition, SJH Black Belts and Master Black Belts continue to map out both process and opportunities with *eCare*. Many are serving on Service Excellence OASIS Teams as Head Coaches, Super Coaches and Work Out Facilitators. By making a practical difference in each of these areas, SJH continues to make process improvements in the way that it does business.