

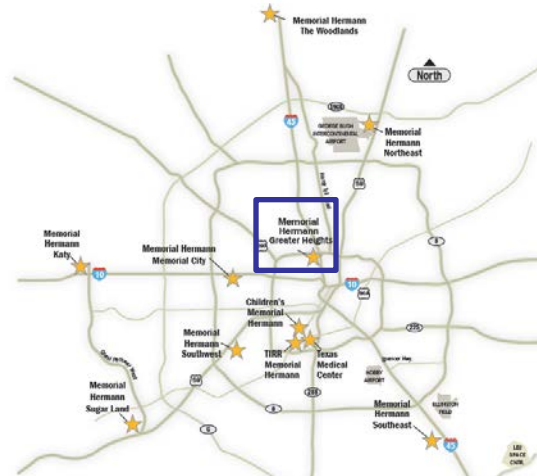
Cat. 5 – People First Leadership

Susan Jadowski, Senior VP and CEO
Memorial Hermann Greater Heights

MEMORIAL
HERMANN

WELCOME TO MEMORIAL HERMANN GREATER HEIGHTS.

MEMORIAL
HERMANN

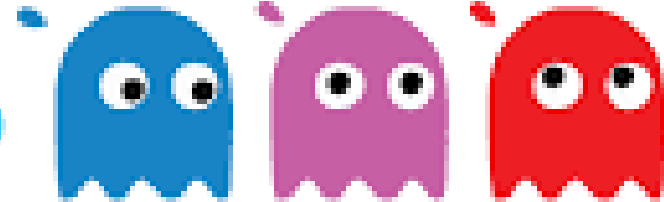


- Full-service, 260-bed facility with 50 years of history in this community
- One of the most experienced Emergency Centers in Houston with recent renovations
- Newly expanded Level III Trauma Center
- ANCC Magnet Designated
- Accredited Cancer Center
- Accredited Joint Center
- Accredited Chest Pain Center
- Accredited ADA Outpatient Diabetes Center

- CARF Accredited
- Primary Stroke Center
- Outpatient Sports Medicine
- TIRR Memorial Hermann Rehabilitation
- Access to the larger Memorial Hermann system
- And over 600 affiliated doctors providing a wide range of medical specialties, including heart and vascular, cancer treatments, total joint replacement, rehabilitation and women's₂ care.

Culture Leads

CULTURE!



- **Visibility**
 - Rounding, Rounding, Rounding
- **Accountability**
 - Yourself and others
- **Accessibility**
 - Open Door
 - Meetings with every employee
 - Breakfast with the CEO

Recruit. Hire. Retain.

- **Recruit**
 - Grown from within; succession planning
 - Leverage technology, social media and new recruitment platforms
- **Hire**
 - Behavioral Based
 - Staff and Leadership input
 - Culture fit is most important
- **Retain**
 - Onboard correctly
 - Frequent touch points
 - Reward and Recognize

Engagement!!!



MEMORIAL[®]
HERMANN

ADVANCING HEALTH