CALLING and how we're building it.

Caring
Accountability
Leadership
Learning
Integrity
Nurturing
Going the Extra Mile







About Us

- 124 bed community not for profit hospital
 - Only acute care facility in Kerrville TX
 - 30,000 visit ER, 500 deliveries
 - Physician practices, ASC, Hospice, Home Health
- 62 miles from San Antonio
- 24.5 miles from a prior Baldrige winner
- Only 2 dozen of 500 Texas hospitals like us

OUR BACKGROUNDS

Steve Pautler, FACHE, Chief Operating Officer Erin Cates, Assistant Director, Human Resources

Our Values

- Patients know your mission when they see your values.
- TEAM members teach your mission to every patient, every visitor, every other TEAM member with every encounter.
- What do your patients see?

Comparisons

Compare yourself to the best in the world, or it doesn't matter.

- Bond issue example
- HCAHPS
- Core measures
- Leapfrog, Blue Cross, Healthgrades, US News &World Report
- Regional and International Medical Tourism and Preferred Providers

You're Doing it Wrong

- In-system comparisons?
- Regional comparisons?
- "Just like us" comparisons?
- Medicare compares you to everyone else.
 You're going to get more or less. Starting 5 years ago.

Our Approach

Compare yourself to the best in the world, or it doesn't matter.

- Employee and Physician Surveys
- Workforce/Human Resource Measures



A Look Back – Our Reality

- 2008 Economy blowup
- 2008 New Hospital opened debt
- 2012 SCH takeback severe cash restrictions

TEAM – train it, build it or buy it.

2012 2013 2014 2015 2016 2017

- Introduction to Baldrige
- BaldrigeTimeline
- RSC
- New Eval Tool

- Strategic Scorecard
- SWOT
- SMART Goals
- New Job
 Description
 Tool

- Aligned SMART Goals
- MiM
- LSS Yellow, Green, Black Belts
- Writing Seminar
- Merit-based Pay

- New Strategic Planning Process
- New Vision and Values
- Re-branding
- Writing Seminar
- QTF Examiner Training
- UPCs
- Employee Recognition Team

- Weekly Walkabouts
- BAM
- First QTF Application Submitted
- Studer Partnership
- HML
- Strategic Goals Aligned

- Leadership Training
- Second QTF Application Submitted
- Leader Rounding
- Thank You Notes
- Stoplight Reports
- 30/90 Day Meetings
- Inspiring Others

Begin with the End in Mind

- Back to Purpose
- Community Health Needs Assessment
- Employee Turnover
- Physician Needs
- What's leaving that's elective?
 - Build the bridges





2016

Peterson Regional Medical Center

Community Health Needs Assessment

Kerr County, Texas

Paper copies of this document may be obtained at Peterson Regional Medical Center, 551 Hill Country Drive, Kerrville, TX 78028 or by phone 830-896-4200 or via the hospital website http://www.petersonrmc.com

Begin with the End in Mind



CALLING

Value

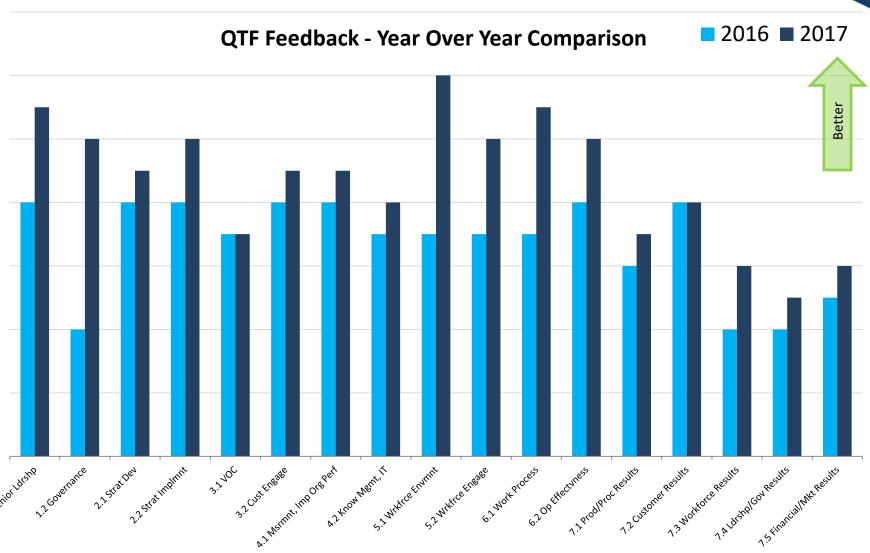
- Caring
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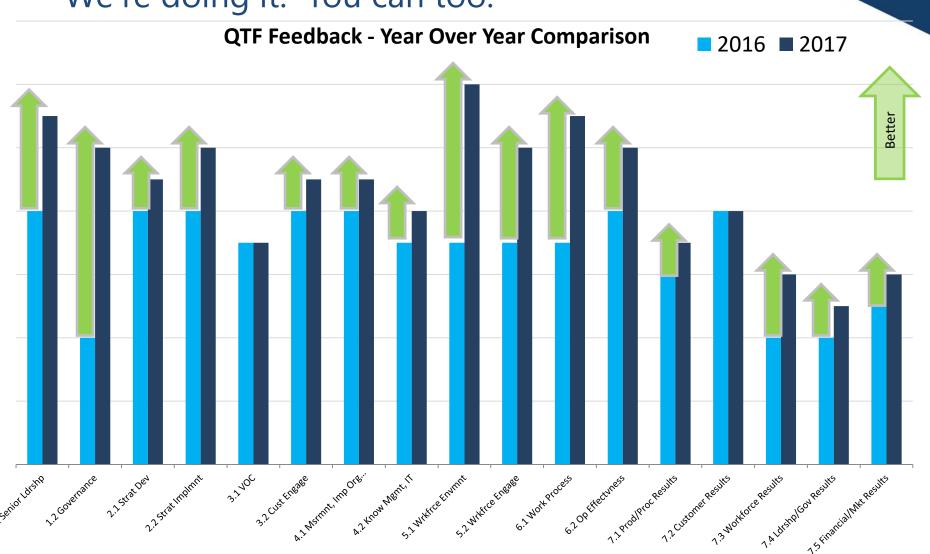
Tool

- RBC/RSC Patient Centered
 Care
- Studer goal setting
- Employee Engagement
- 6 Sigma, LEAN, Students
- Compliance Example
- BAM (MOE)
- Employee Video

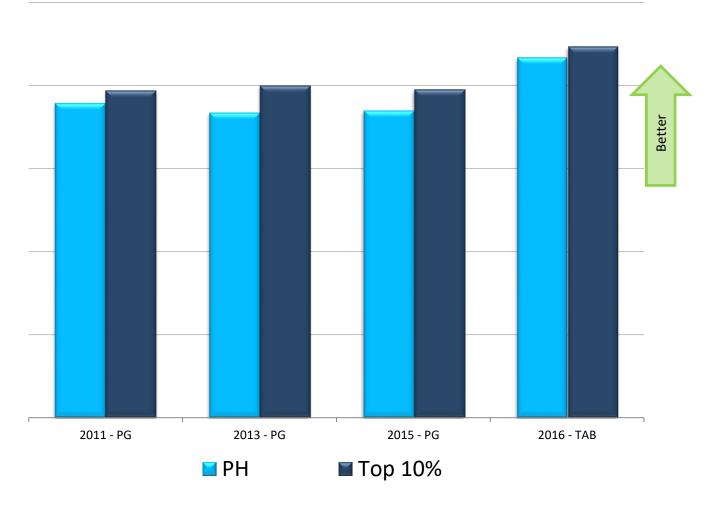
Or Else.

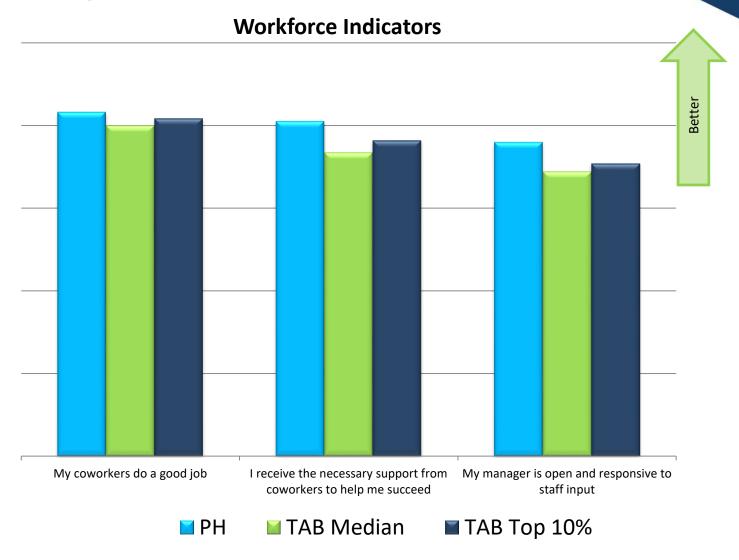
- There is always, always someone else.
- They will pick the patients, procedures, modalities, surgeries that you need to survive. Unless you provide exceptional care every day, every time, every where you do your work.
- Now is when you start.
- Baldrige asks the questions, provides feedback, challenges your current point of view.











- Know what you want it to look like
- Take many, many, many small steps
- Be patient when divergence happens
- Celebrate changes and improvements
- Peterson Health Employee Video

QUESTIONS?

Peterson Health June 2017