

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.

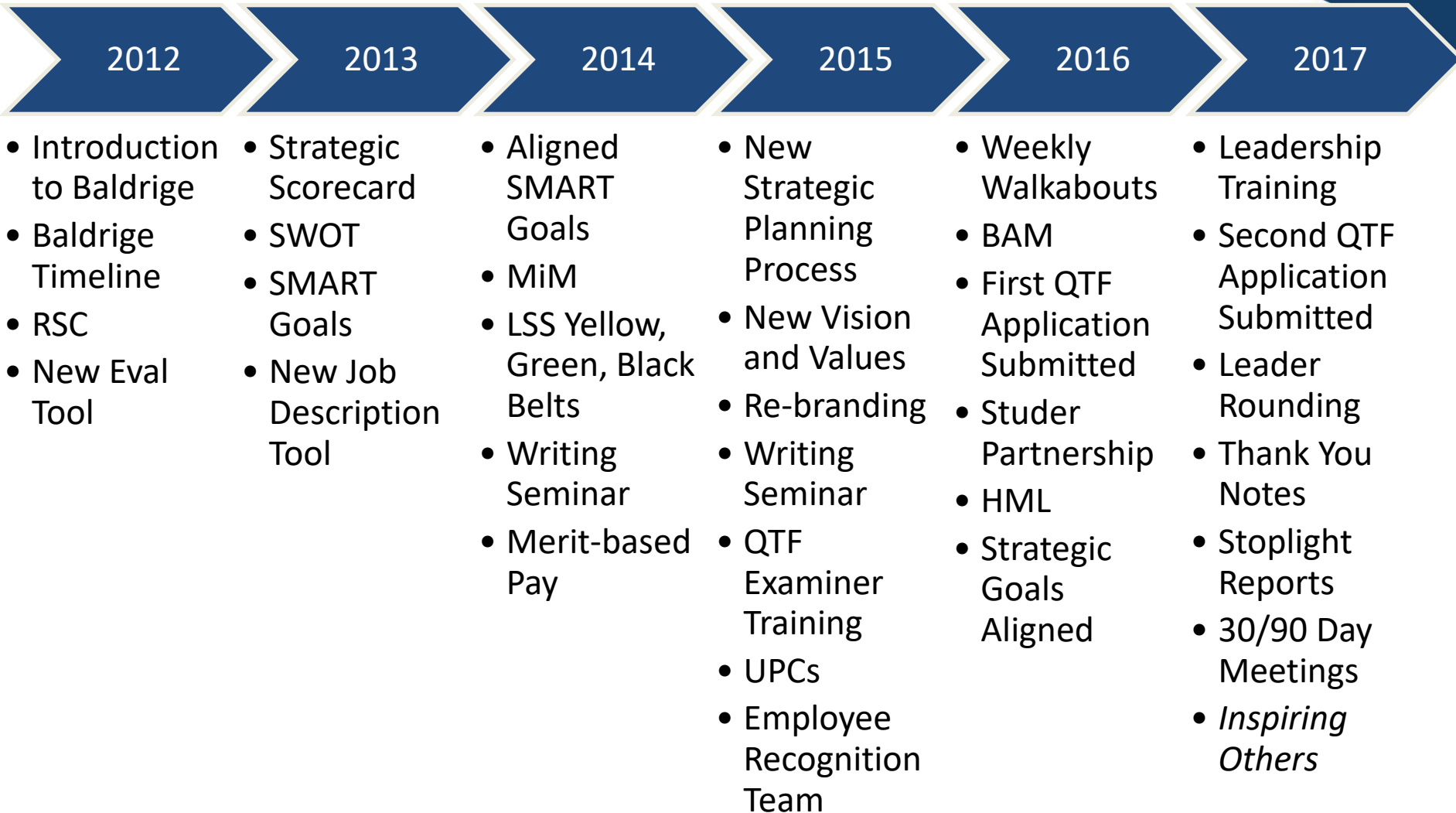
- Employee and Physician Surveys
- Workforce/Human Resource Measures

A Look Back – Our Reality

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

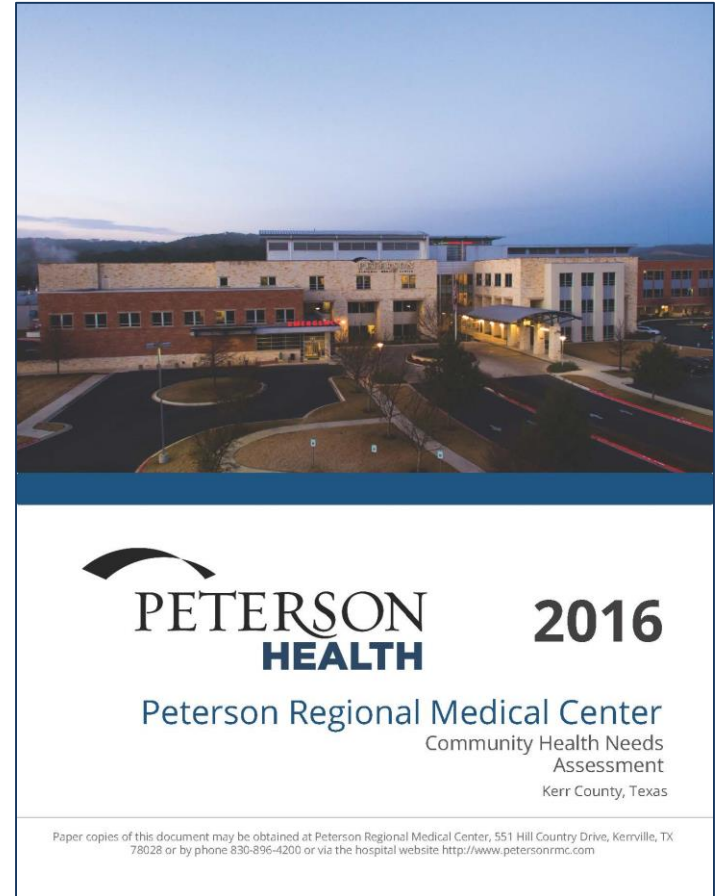


TEAM – train it, build it or buy it.



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



Begin with the End in Mind

- Select your tools intentionally



CALLING

Value

- Caring
- Accountability
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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

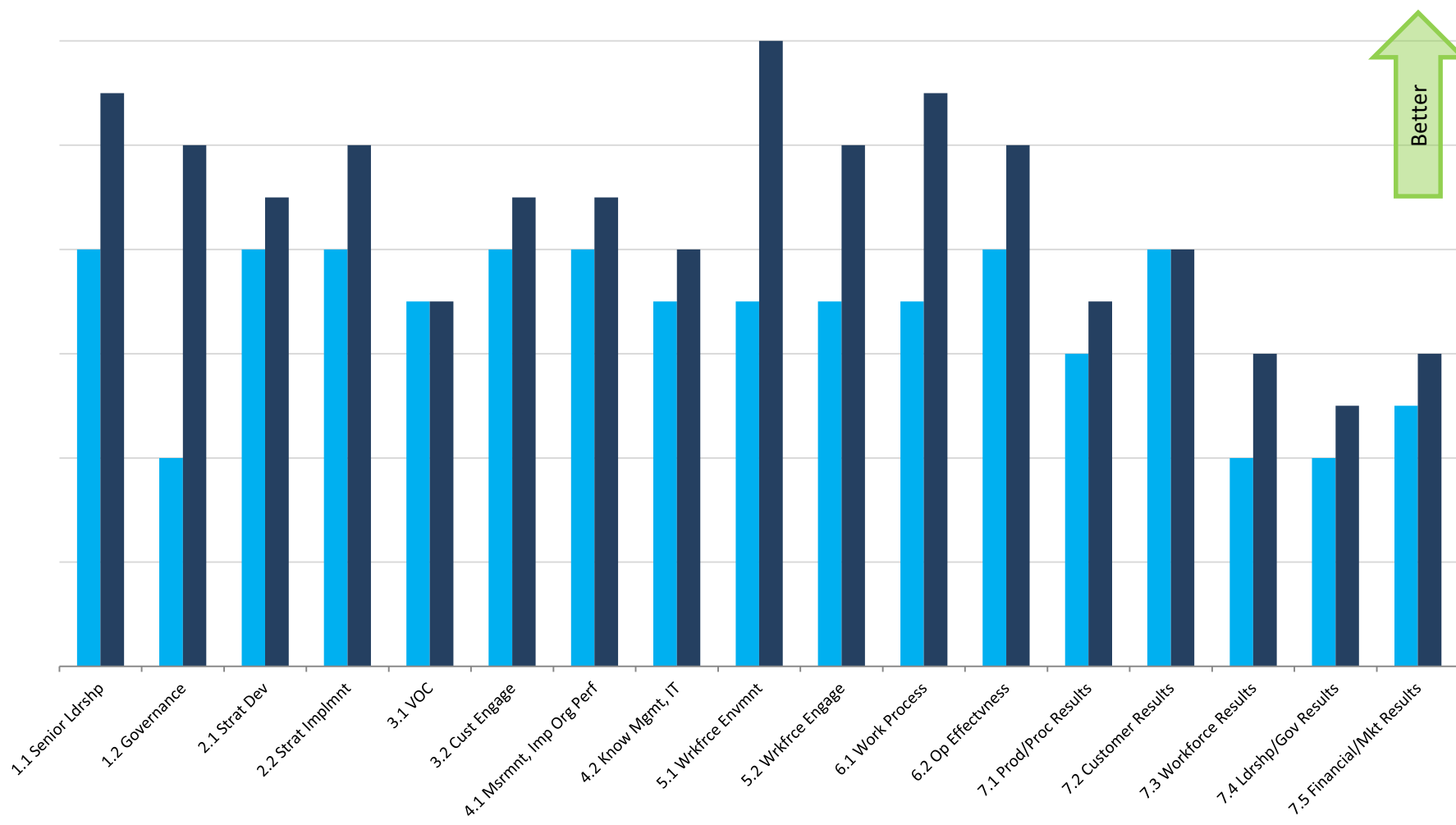
Or Else.

- 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.

We're doing it. You can too.

QTF Feedback - Year Over Year Comparison

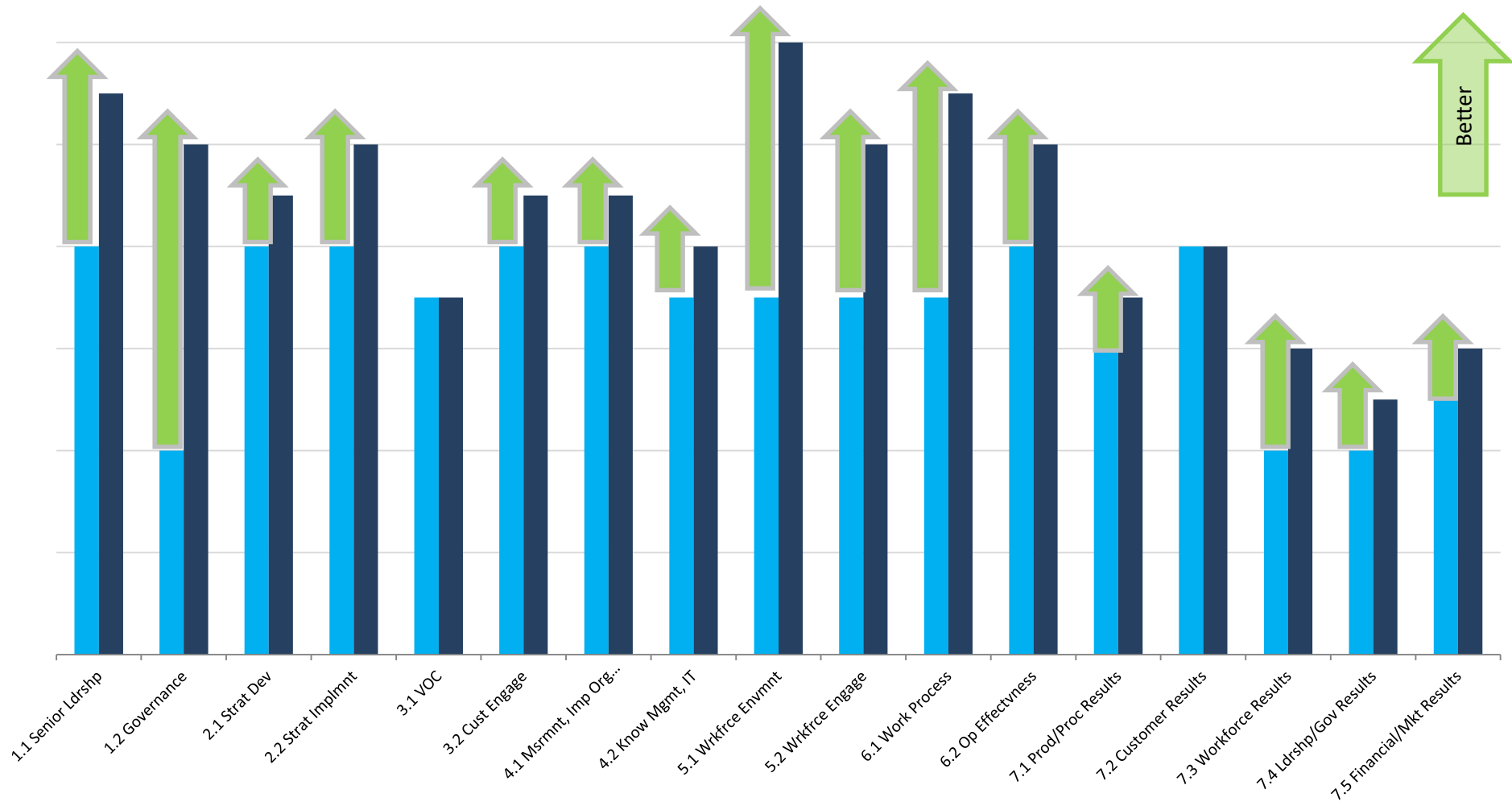
■ 2016 ■ 2017



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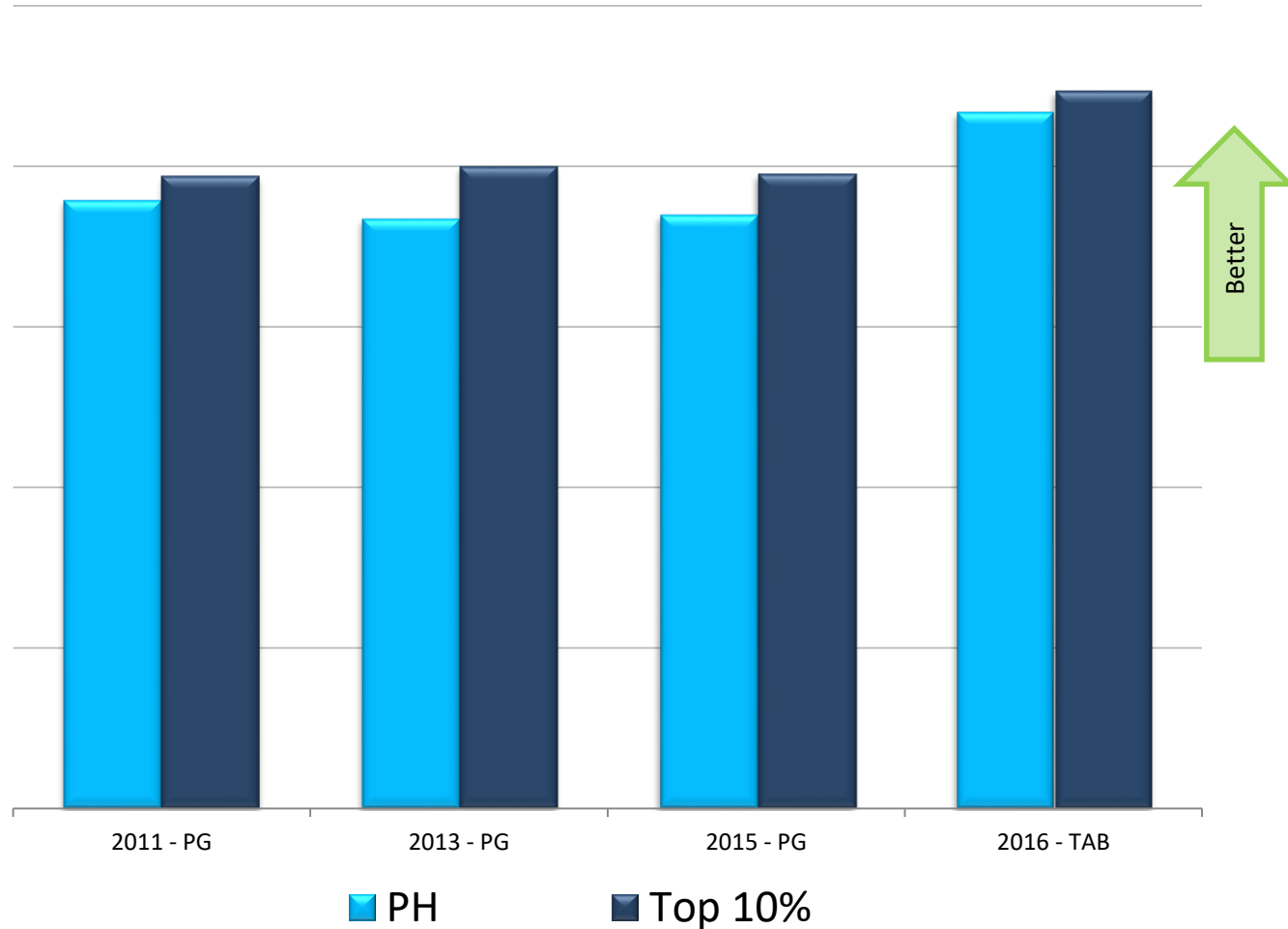
QTF Feedback - Year Over Year Comparison

2016 2017



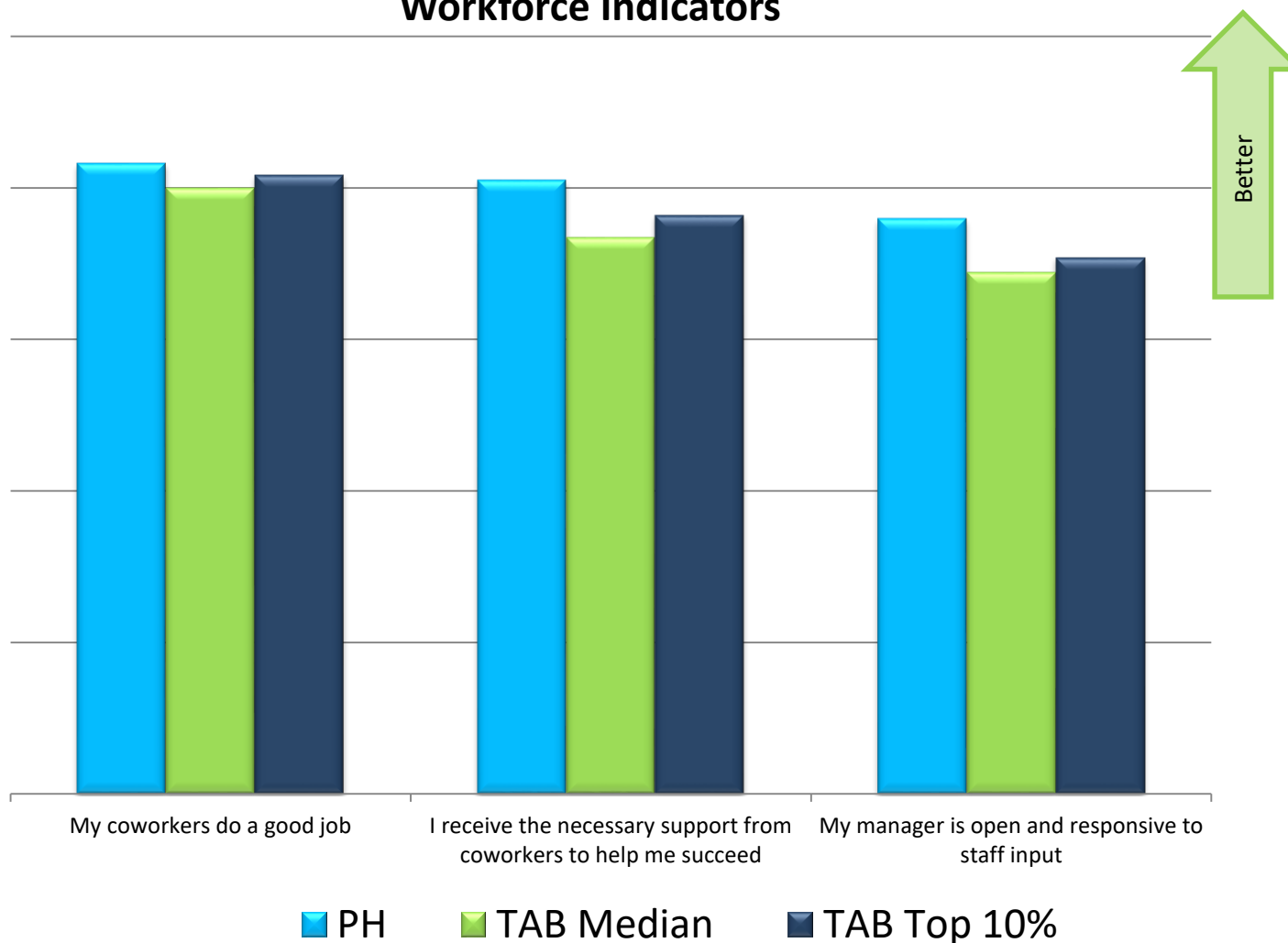
We're doing it. You can too.

Overall Employee Engagement



We're doing it. You can too.

Workforce Indicators



We're doing it. You can too.

- 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