

# TRINITY TODAY

A newsletter for associates and volunteers of Trinity Regional Health System

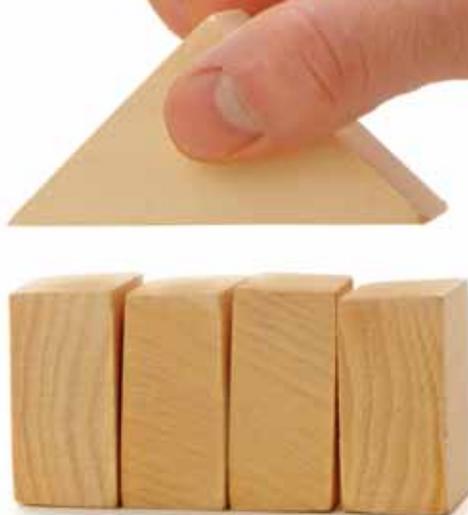
## Building a house:

### Iowa Health System's strategic pillars

Iowa Health System and its affiliates have been working diligently over the last nine months to develop and implement four strategic pillars as outlined in the system's strategic plan. Those four pillars are care coordination, physician alignment, employee engagement and excellence and system sustainability.

Bill Leaver, IHS President and CEO, often refers to the system's strategic plan as the "house." The four strategic pillars are the support structures that hold up the ceiling, which is our vision to provide "The Best Outcome for Every Patient Every Time." In turn, it all supports the house's roof – the system's mission to improve the health of the people and communities we serve.

**Care coordination** is a value-based care delivery system, providing the highest



quality care in a highly coordinated effort across the continuum.

**Physician alignment** is a physician-driven organization that attracts physicians, strengthens alignment and improves patient-centered care.

**Employee engagement and excellence** is to build a sustainable culture of

excellence that attracts and develops high-performing individuals focused on delivering the vision.

**System sustainability** is to ensure financial viability through a culture of financial discipline and adoption of best practices in both critical patient care and business processes.

We will continue to provide you with updates on progress, strategies and stories across our regions that are being implemented for the long-term success of IHS. We'll be updating you specifically on all four strategic pillars as we believe in transparency while we strive toward our vision to support our vision.

Please turn to p.4 for an update on system sustainability efforts already underway.

# Heart care makes Trinity “One of America’s 100 Best”

Trinity Rock Island has been designated One of America’s 100 Best Hospitals for Cardiac Care and Coronary Interventional Procedures by Healthgrades. The findings are part of *American Hospital Quality Outcomes 2013: Healthgrades Report to the Nation*, a report released on Oct. 23 that evaluates the performance of approximately 4,500 hospitals nationwide across nearly 30 of the most common conditions and procedures.

## Other notable recognitions for Trinity Rock Island include:

- Recipient of the Healthgrades Cardiac Care Excellence Award™ in 2013



- Recipient of the Healthgrades Coronary Intervention Excellence Award™ for 4 Years in a Row (2010-2013)
- Ranked Among the Top 5% in the Nation for Overall Cardiac Services in 2013
- Ranked Among the Top 5% in the Nation for Cardiology Services in 2013
- Ranked Among the Top 5% in the Nation for Coronary Interventional Procedures in 2013
- Ranked Among the Top 10 in IL for Overall Cardiac Services in 2013
- Ranked Among the Top 10 in IL for Cardiology Services in 2013
- Ranked Among the Top 10 in IL for Coronary Interventional Procedures for 4 Years in a Row (2010-2013)
- Five-Star Recipient for Overall Cardiac Services in 2013
- Five-Star Recipient for Cardiology Services in 2013
- Five-Star Recipient for Coronary Interventional Procedures for 4 Years in a Row (2010-2013)
- Five-Star Recipient for Treatment of Heart Attack for 4 Years in a Row (2010-2013)
- Five-Star Recipient for Treatment of Heart Failure in 2013

“By focusing on clinical outcomes, quality indicators and the caliber of our entire health care team, Trinity has been able to achieve results that rank us among the best in the country,” said Trinity President and CEO Rick Seidler. “These things don’t happen without a constant emphasis on clinical excellence and a passion for getting better each day.”

The 2013 performance outcomes are available free to the public at [www.healthgrades.com](http://www.healthgrades.com).

## Taking your pulse

Thank you for sharing your valuable feedback from the Great Place to Work® survey in May. We now want to see how we’re doing by asking you a few questions in our pulse survey available on the Intranet through Dec. 14.

You’ll have the opportunity to let us know how you feel about the progress we’re making in our improvement efforts, including our focus on two-way communication and appreciation and recognition. It will take you five minutes or less to complete. Individual responses will be confidential, and your identity will not be known to anyone else.



Congratulations to **Kori Tatge** (Nutrition Services) for winning the grand prize in the United Way drawing for eight hours of PTO. Kori, center, is pictured with 2012 United Way co-chairs Colleen Doolittle and Nancy O’Dacre. Trinity associates donated \$90,102.90 during this year’s campaign. Kudos to Finance as well, whose associates were drawn as the lucky winners of a treat day for returning 100 percent of their department pledge cards. Special thanks to Trinity United Way Committee 2012 members: Nancy O’Dacre, Susan Roggendorf, Colleen Doolittle, Andrew Behan, Greg Lehmann, Bobbi Park, Rachel Duffy, Becky Williamsen, Becky Garetson, Christy Gause, Aaron Van lauwe, Kim Kochuyt and Richelle Kuboushek.



## Ace says: Everyone is Equal!

The December ACES Standard of Behavior focus is equality. Associates need to respect diversity and treat others as professionals with respect and cooperation.

# Your weight loss can win \$10,000

Starting Friday, Jan. 4, Trinity's Live Well Initiative will kick off a new team weight-loss challenge that lets associates compete in teams of five for three months for their chance to win \$18,000 in cash prizes (\$10,000 for 1st; \$5,000 for 2nd; and \$3,000 for 3rd).



Each contestant pays \$20 per month for three months to participate (\$60 total). At the end of three months, prizes are awarded to the top three teams with the highest percentage of weight lost. To emphasize healthy over extreme weight loss, the contest has a 1.5 percent weekly weight loss cap as well as a 16.59 percent cap for the 3-month challenge. This equates to roughly two to three pounds weight lost per person per week.



Trinity Live Well  
INITIATIVE

Weight verification is done twice – once at the beginning and once at the end of the challenge. Live Well dietitian Jeni Tackett also is available to come to units to make weigh-ins more convenient for staff.

Hundreds of large employers throughout the country have participated in the contest, including 50 of the Fortune 500 companies such as Office Depot, GE and Texas Instruments. Typically employees lose 5 percent of their body weight on average during the challenge. Participants who achieve a healthy BMI of 25 and have kept it there one year later will be awarded \$100.

For more information, contact Jeni at [TackettJ@ihs.org](mailto:TackettJ@ihs.org) or (309) 779-2474. Register your team online at [www.healthywage.com](http://www.healthywage.com) (Match Up contest).



## Images of Improvement: “Got Culture?”

When we visit a big city, we have cultural experiences that energize us.

As part of the Trinity team, we can have similar “cultural experiences” through shared attitudes, values, goals and practices. We have the power to affect the attitude of our peers merely by choosing to be positive. Even further, we can affect outcomes by choosing to support and mentor each other. Improvement comes with many faces and phases. During this time of transition, we have the opportunity to embrace new ideas with a passion for excellence and nurture a culture for improvement. Sometimes improvement will feel good and have a right fit. Other times it will stretch us beyond our comfort zones. Yet by having a heart for improvement and mentoring each other, we can adapt and adopt. We will begin to see the fruits of our labor as we build on each success, and as the momentum builds, we will be unstoppable!

Comments? Call: Lean Manager Mary Nelson, 779-3180 or PI/AD Coaches Kim Chant, 779-3153; Lauren Monks, 779-2980; Chris Pauwels, 779-5024 or Eric Willis, 779-2996.



## Strategic pillar #4: System sustainability

Sustainability: (n) to keep in existence; maintain

IHS and its affiliate partners have been working diligently to develop and implement the system's four strategic pillars. One of those pillars is system sustainability. System sustainability doesn't mean being environmentally sustainable, although we do have several system initiatives that revolve around keeping our organization "green." System sustainability means being fiscally responsible for the long-term by adopting best practices to guide our decisions and implement changes. In simple terms, it means to remain in existence and to maintain.

There are several factors that are affecting the healthcare industry today. We believe that by being proactive in our approach, our system will continue to prosper and remain a strong, vibrant healthcare leader while working to improve the health of the people and communities we serve.

"We know that with the future healthcare environment, our reimbursement rates will decline and utilization will decrease," said Kevin Vermeer, IHS

CFO and executive sponsor for the system's sustainability project. "The healthcare industry is dramatically changing, and we need to be good stewards of our resources for the long-term. We need to build our future rather than have our future be determined for us."

Iowa Health System is involving the entire IHS team and affiliates to contribute to the sustainability process. They have developed five subcommittees – utilization, employee benefits, increased revenue, nonclinical and administrative and standard operating costs – with representation from across the system.

"The subcommittees are looking at standardizing practices across the system with the ultimate goal of bringing best practices to their assigned areas throughout the system," said David Stark, Co-Leader for IHS' System Sustainability Program, who also is CEO at Blank Children's Hospital in Des Moines. "This will result in higher clinical quality and patient experience in a more efficient manner."

The five committees have been working on 24 initiatives and as of September 2012, the team has saved \$7.95 million toward the program's goal of \$8.5 million before the end of the year. The program seeks \$90 million in revenue improvements and cost savings in 2013. In 2014, the goal is to find another \$75 million.

"Our ultimate goal for system sustainability is to maximize efficiency through standardization and best practices," said Milt Aunan, Co-Leader of System Sustainability, who also is CFO at St. Luke's in Cedar Rapids. "By no means does this mean patient care will suffer. The exact opposite will occur. By standardizing and adopting best practices, we will improve patient care and the patient experience, thus improving our quality outcomes."

### Read all about it!

In the next few weeks, watch for more news on our sustainability efforts' success and answers to your questions. To submit a sustainability question simply log onto the Intranet and click on the "Ask David" button in the far left column.