



2006

MISSOURI QUALITY AWARD RECIPIENT

Saint Luke's Health System

Saint Luke's Health System is a faith-based, not-for-profit, fully aligned health system that serves six metropolitan counties in the vicinity of Kansas City. Saint Luke's Health System was founded in 1996 and began its journey to performance excellence by adopting the Malcolm Baldrige Criteria for Excellence as its business model. Saint Luke's Health System has grown to include Saint Luke's Northland Hospital - Barry Road and Smithville campuses, Saint Luke's South, Saint Luke's East-Lee's Summit, Anderson County Hospital, Wright Memorial Hospital, Cushing Memorial Hospital, Hedrick Medical Center, and Crittenton Children's Center. The System also operates Saint Luke's Medical Group and Saint Luke's Home Care and Hospice.

The journey to performance excellence has resulted in national, state, and regional recognition for performance that is reflective of the System vision: "The Best Place to Get Care, The Best Place to Give Care." The System was recognized in 2006 as a "Best Place to Work" in Kansas City. The flagship of the System, Saint Luke's Hospital, is the first organization to become a three-time recipient of the Missouri Quality Award, and has also



received the Malcolm Baldrige National Quality Award as well as Magnet designation for nursing excellence. The hospital also has been recognized as one of the "Top 100 Teaching Hospitals," as the "Best Kansas City Hospital," and has received the President's Award of Honor, Operational Excellence, and Clinical Excellence awards from VHA, Inc. Hedrick Medical Center was selected in 2006 as a "Top 100 Small Hospital." Saint Luke's Northland Hospital has been selected as the "Best Hospital in Northland" and the "Best Place to Work in Northland." Saint Luke's Mid America Heart Institute has been named as one of the "100 Top Cardiovascular Hospitals."

The System pursuit of excellence revolves around a robust Strategic Planning Process. Through the process, leaders have established and incorporated the Mission, Vision, and Values throughout the System. Within that process a comprehensive Environmental Assessment is used to strategically map the path to the future, as well as factoring in patient and other customer needs obtained

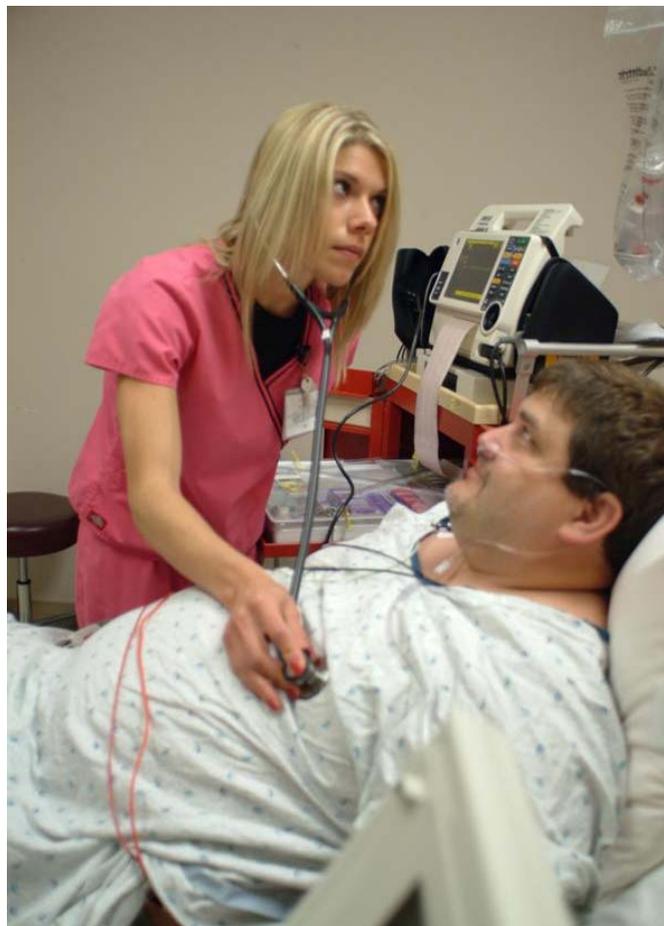
Customer Contact Requirements

1. Greet patients/guests by introducing myself; address patients/guests by last name unless otherwise told.
2. Ask sincerely, "How may I help you?"
3. Knock, request permission to enter the room, and explain what I am going to do.
4. Complete initial assessment on all patients within eight hours.
5. Acknowledge all patient/guest requests, and be accountable for follow-up.
6. Address all complaints within 24 hours or fewer.
7. Introduce any replacement caregiver.
8. Promote family-centered care, listen thoughtfully to all patients/guests, and provide timely communication to the appropriate person(s) for action.
9. Respect and acknowledge diversity, culture, and values of my patients, their family, visitors, and my co-workers.
10. Maintain confidentiality of all information.
11. Know, or have access to, legal and regulatory requirements and standards of care related to my specific responsibilities.
12. Thank my customers for choosing Saint Luke's Hospital.

through a comprehensive and multi-faceted listening and learning process. Effective alignment between the System and the entities, as well as across entities, is created through establishing common frameworks that are adaptable by the entities to the differing cultures, patient and customer sets, and communities served. A Balanced Scorecard, Action Plans, and employee Performance Management System determine progress in achieving high performance for patients and other customers throughout the System. The drive to excel is accomplished through a common Process Improvement Model that is coupled with encouragement to be innovative by "thinking out of the box," such as a recent major advance for in-patient care of an "eICU." The Model also establishes a common language across the System that enables effective knowledge and skill sharing.

These factors are enabling the System to show superior patient outcomes for conditions such as Acute Myocardial Infarction and Heart Failure rates for patients, as well as low mortality rates for these patients. SLHS's five metro hospitals have the best quality, best doctors, best nurses, and rank first in cardiac, cancer, and neurological care as compared to metropolitan competitors. Nursing Student First-Time Pass Rate, and Nursing Stu-

dent Satisfaction demonstrate effectiveness of the Nursing Education process and First-time pass rates have consistently exceeded both Missouri and National Benchmarks.



For more information, contact:

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