



2013

MISSOURI QUALITY AWARD RECIPIENT

Since opening in 1978 as a community hospital, Lake Regional Health System, a three-time recipient of the Missouri Quality Award, has become a state-of-the-art health care organization. The 500,000 square foot, 116-bed hospital offers comprehensive diagnostic medical and surgical care, cardiac care, orthopedics, oncology, intensive care, obstetrics, rehabilitation, skilled care, a wound healing center and outpatient services.

The system's wholly owned for-profit subsidiary, Lake Regional Medical Management Inc., operates eight primary care clinics, 18 specialty clinics, three retail pharmacies and two urgent care clinics.

Nearly 1,100 Lake Regional employees serve residents of Camden, Miller, Morgan, Laclede and Pulaski counties, as well as an estimated five million visitors who vacation each year at the Lake of the Ozarks. Lake Regional's emergency department, a state-designated Level III trauma center, treats more than 35,000 patients annually.



Mission, Vision and Values

The culture of LRHS is one of patient-focused care as described in our mission, vision and values. These are the basis for short- and long-term strategic development and day-to-day operations.

- *Mission:* Provide exceptional health care
- *Vision:* To be the first choice for health care
- *Values:*
 - ◇ Patient Centered
 - ◇ Integrity
 - ◇ Clinical Excellence
 - ◇ Commitment to Community

Lake Regional employees take pride in their work. As a result, 37 percent of employees have more than 10 years of service. Each employee wears a personal mission statement with their nametag that illustrates alignment with Lake Regional's M/V/V and performance plan goals.



A strong sense of personal and organizational learning pervades the LRHS culture. This is evidenced by cycles of continuous improvement. In addition, our culture is data driven and results oriented.

Leadership monitors performance using a Strategic Scorecard. Indicators include patient and stakeholder satisfaction/engagement; quality and safety; workforce growth and sustainability; service growth and sustainability; and financial measures. A multidisciplinary council tracks indicators and metrics on four process scorecards: admitting/intake, care/treatment, discharge/follow-up and organizational support. These scorecards are aligned with the Strategic Scorecard, and action plans are developed for areas that do not meet goals.

Quality care indicators are monitored continuously on the Strategic Scorecard and Process Scorecards. Process improvement is accomplished using the Plan, Do, Check, Act model.

Core Competencies

Principal factors guiding LRHS' success are the organization's core competencies: agility, community focus and service excellence.

Senior leaders and managers create an environment for empowerment and innovation using the Seven Standards of Service Excellence. Customer service training, based on the Seven Standards, occurs in new employee orientation and monthly in department level meetings.

Seven Standards of Service Excellence:

1. Make positive first impressions
2. Treat others as guests
3. Develop service recovery
4. Communicate effectively
5. Serve from a team-centered approach
6. Project a positive attitude
7. Make excellence the goal of everything you do

Community Commitment

Community is part of Lake Regional's culture. And as the area's largest employer, we take the responsibility to be a good partner seriously. A few examples of the ways LRHS physicians, employees and volunteers reach out to the community include the Trim Kids program to combat childhood obesity, the Show-Me Better Health program to help area residents manage chronic conditions, cancer screening services at our nationally accredited Lake Regional Cancer Center, and multiple targeted community health fairs and educational forums. In addition, Lake Regional provides the building for a clinic offering free medical care in Camden County. Many employees also volunteer their time at the clinic.



Workforce Focus

Key factors that determine workforce engagement and satisfaction are determined through employee, physician and volunteer surveys. Staff is encouraged to develop a personal career development plan during their annual performance review. Employee vacancy and turnover rates consistently remain below national averages. A key partnership with Columbia College School of Nursing has resulted in significant annual savings for LRHS.

Exceptional Care

Successful recruitment of primary and specialty physicians has positioned the system for success as we continually seek to expand services and improve access for our patients.

LRHS employs or contracts with 75 percent of the 95 physicians on its active medical staff. Several specialty physicians extend their practice to outreach clinics, improving access for patients in our most rural service areas. In fiscal year 2013, Lake Regional Medical Group recorded more than 96,000 primary care clinic visits.

For more information, please contact:

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