



2015

VISION OF PERFORMANCE EXCELLENCE AWARD RECIPIENT



Jersey City Medical Center-Barnabas Health is a 316 bed not-for-profit full service hospital located in Jersey City, New Jersey within Hudson County. Founded as the "Charity Hospital" in 1882, JCMC's rich history of enhancing the lives of the Jersey City community spans 127 years. The name "Charity Hospital" was changed to the Jersey City Hospital in 1885 and expanded to 200 beds. In 1909, the original hospital building was reserved for men and a second wing was added for women. In 1917 Frank Hague became the mayor of Jersey and had the original building renovated and new facilities constructed. A new 23-story structure for surgery, known as The Orpheum, a hospital for chest diseases, a psychiatric hospital, and the Margaret Hague Maternity Hospital, one of the most revered landmarks in Jersey City history opened in 1931. Renamed the Jersey City Medical Center, the complex was dedicated by Franklin D. Roosevelt in 1936 and became one of the first medical centers in the United States, and the first in New Jersey. In 2004, JCMC moved to its current location and was dedicated as "Wilzig Hospital" named for a lead donor in the campaign for the JCMC.

Nestled in the quiescent shadow of the Statue of Liberty over-looking New York harbor, JCMC is the safety net provider for Hudson County which is more densely populated than the state of New Jersey overall. JCMC has a diverse workforce of varying ethnicities and cultural backgrounds similar to the patient population that is served.

JCMC, a member of the Barnabas Health System, serves as a regional referral and teaching hospital offering a full spectrum of inpatient and outpatient services including obstetrical, behavioral health, and a myriad of cardiac services include diagnostic cardiac catheterization, percutaneous coronary intervention, angioplasty and open heart surgery.

The Electrophysiology laboratory is the first and only one of its kind in Hudson County. Services are provided at the main hospital, in 8 hospital-based ambulatory off-sites and in various locations within Jersey City, New Jersey. The hospital provides the latest technologies featuring advanced imaging technology, including digital mammography, MRI, digital radiology, ultrasound and dual energy X-ray equipment, The Cristie Kerr Women's Health Center offers women convenient access to womens' health services .



JCMC is the county's regional emergency medical services (EMS) and 9-1-1 center. EMS responds to more than 90,000 incidents a year. Jersey City Medical Center EMS has been providing medical 9-1-1 call screening since before the advent of the 9-1-1 system. JCMC is the county's only state designated Trauma Center. The level II trauma center was named the Port Authority Heroes of September 11th Trauma Center as New Jersey's major responder to the September 11, 2001 homeland disaster.



JCMC's two-word mission of "Enhancing Life" is bolstered by a vision of achieving top decile performance nationally in each of JCMC's four pillars –

Patient Safety, Clinical Quality, Engagement and Economic Health, and supported by the values of:

- **Trust:** Speaks up honestly, follows through with promises and commitments and is compliant with the policies and standards at JCMC
- **Accountability:** Accepts responsibility for his/her actions, attitudes and mistakes
- **Communication:** Communicates with and will be treated with dignity and respect.
- **Excellence:** Do their best at all times and looks for ways to do it even better. He/She will continually find ways to contribute to the success of their team, have the courage to innovate, and be passionate about improving the clinical service excellence.
- **Teamwork:** Recognizes the value of working together as a team rather than alone, and that through teamwork a higher level of performance, clinical care, satisfaction and overall outcomes is achieved.

The mission and values provide the philosophy, a collective identity and purpose for all leadership initiatives and the purpose in actualizing the hospital's role within the community. The mission is carried out by continuously evaluating outcomes, and by developing services and programs to provide for safe, quality health care.

JCMC has adopted the Six Sigma DMAIC improvement methodology for continuous organization wide process improvement activity. Key Performance Indicators with quantifiable measurements reflecting critical success factors are monitored to reflect overall organizational health. Parameters are set to define progress towards strategic goals. With strategic plan objectives and KPIs established, organizational performance is clearly defined. Accountability and transparency are hallmarks of the leadership team and are hard wired into the organization.



For More information:

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If you are interested in learning more about how your organization can implement the Criteria for Performance Excellence please contact the Excellence in Missouri Foundation.

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