



November 2018

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Message from the President:

“Gratitude is not only the greatest of virtues, but the parent of all others.” (Cicero)

As the Thanksgiving season is upon us, I wanted to take an opportunity to sincerely thank all of you for everything you do on behalf of SLPG. Your hard work and dedication in the midst of the incredible growth and constant change over the last year has been inspiring to me and my leadership team. In addition to expressing gratitude, I also want to challenge you to discover the power of “Thank You” as a leadership tool.

Studies show that when people feel appreciated and get recognized, they are more motivated and more productive. Greater productivity leads to better results and a more engaged team. However, the simple act of saying “thank you” is becoming a lost art.

“Thank you” is very powerful, especially at work. “Thank you” helps people feel appreciated and boosts their self-confidence. It positively affects morale and helps people feel like they are an important part of the team. It motivates people to repeat the behavior and do an even better job in the future. It is often passed on to the customer with a smile and a “thank you.” We know that there are many positive benefits of saying “thank you,” and yet, so many times, we do not use it as a leadership strategy. Why is that? Some believe that you should not need to thank others for doing the job they are hired to do. Some feel uncomfortable or even awkward expressing appreciation verbally or in writing. Some focus only on those who are creating problems rather than on those who are doing well. Some believe it takes too much time to write thank you notes or hold appreciation activities; they need to devote time to “more important things.” Some believe it does not really make any difference, so why do it? The bottom line is that we all need to make “thank you” a habit.

Here are some suggestions for your consideration. In order to be most effective, be sure the “thankee” understands why you are saying thank you or showing appreciation. Is it because of a specific job well done, a general “I am glad you are here,” something the person did to build teamwork, and so on? Be specific, be direct, be clear, and, when possible, state how/what the team member did to make you feel appreciative. That way, the thankee cannot discount the “thank you” as people often do.

A very powerful appreciation strategy is sharing positive success stories. In team meetings, you can highlight what one or more of the team members have done that was particularly successful or difficult. Providing an opportunity for employee development also can be an opportunity for appreciation. Ask those you appreciate to present a summary of what they learned at a team meeting or to recap a positive patient interaction. You might also provide opportunities for cross-training or give a special assignment that will provide growth and development. You might ask the employee to represent the team on a committee or provide a way for the employee to set some personal work goals and provide work that supports one or more of those goals. Most importantly, make “thank you” a habit. The results of the simple act of saying “thank you” may surprise you.

Access, Service, Quality,

Joe

Interesting Fact: The first cardiac catheterization was done by medical intern, Dr. Werner Forssmann in 1929. He performed the procedure on himself by inserting the catheter in his arm, and running himself to be x-rayed!



Joe Minahan
SLPG President

“...we all need to make ‘thank you’ a habit.”

Your Voice
Heard.

See page 3 for **SLPG’s**
Word Find!

**St. Luke’s Walbert
Medical Center
set on a mission to
improve their patient
satisfaction scores!**



See page 2 for what they
are doing to achieve their
mission!



Primary Care

Specialty Care

Journey to Excellence

Rania Galgon, Regional Manager

Providing great customer service has always been a pillar of St. Luke's Physician Group (SLPG). In aligning with our Network PCRAFT values to deliver the best patient experience at every encounter, one of our SLPG practices decided to take action by changing their interaction with patients. After reviewing their Press Ganey scores, the practice administrator and her team realized that change was needed. St. Luke's Walbert Avenue Medical Center set on a mission to improve their patient satisfaction scores, focusing on care coordination. Specifically, how often does the office follow up on test results? Taking the tools they received from the Journey to Excellence conferences, the team developed a SMART goal to achieve a higher decile ranking. Their score for the first quarter of the fiscal year (July – September) is 73.9%, and they are working to increase by 5% in the second quarter. We will be following up at the end of the second quarter to track all the practice's progress!

Specialty Patient Satisfaction

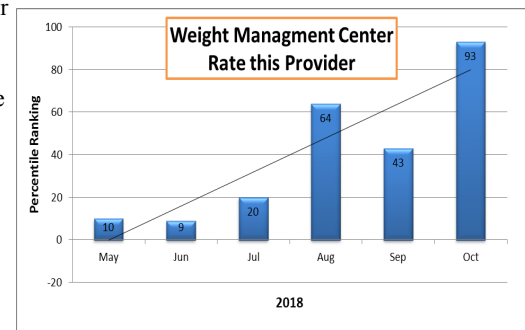
Maureen Miletics, Director, and Melissa Kumernitsky, Practice Administrator of Bariatrics

From May through October, St. Luke's Weight Management has increased "Rate this Provider" percentile ranking from 10 to 92 with the help of multiple initiatives. We all know patient satisfaction starts with that first phone call to the office. As a result, we have implemented scripting for phone calls with greetings such as, "Thank you for calling St. Luke's Weight Management, this is Jane, how can I provide you with exceptional service today?" One of our closing scripts includes, "Thank you for trusting St. Luke's with your care. Have I addressed all of your needs today?" We have received many compliments about this scripting from our patients!

We also began offering water to patients in our waiting rooms this month, as well as concentrating on making better handoffs within the patients' visit. With dietitians, social workers, medical assistants and PA's meeting patients during their visits, introducing our co-workers and praising their care skills helps to alleviate any patient uncertainty. Lastly, and as another part of being a pilot practice for the Hospitality Committee, we have decluttered our spaces by removing unnecessary distractions at our desks and workspaces, making our environment less overwhelming and more visually satisfying to patients.

In terms of increasing access to increase patient satisfaction, in the last year we have been able to open three more offices (Sacred Heart, Warren and Monroe) and provide seminar services at five locations, and patient-driven meetings at six locations. In an effort to accommodate those that need services during non-traditional hours, we offer information seminars, support groups and classes at 7am, 5pm, 6pm, and 6:30pm at multiple locations. We also continue to offer online education and are exploring ways to provide live webinars and classes to our patients.

As you can see by our "Rate this Provider" percentile ranking trend, our patients are appreciative of our efforts, as we are so appreciative of them using our services at St. Luke's!



Specific	Increase patient satisfaction score in the care coordination domain by 5% in the 2 nd quarter of FY19, as measured by Press Ganey.
Measureable	<ul style="list-style-type: none"> Providers are expected to address all results within 48 hours, and will send an in-basket message to the staff. The staff will call patients within 12 hours of receiving the in-basket message. After 3 attempts, if the results are within normal limits, a postcard will be sent. If the results are abnormal, staff will send a certified letter.
Achievable	Is it a reasonable workflow for providers and staff to follow the guidelines listed within the expected time frame?
Relevant	Implementing this process will ultimately increase the number of patients receiving notification of their test results, which should result in a more favorable response from patients.
Time-Bound	The time frame for improvement is end of the 2 nd quarter of the fiscal year.



In The Spotlight

Interested in a Volunteering Opportunity?

Dr. Seuss Day, a Community Health Literacy Initiative, is right around the corner and volunteers are needed! Those who volunteer will have the opportunity to interact with their community's kids by sharing a Dr. Seuss story with a classroom of elementary school children in order to promote the fundamental importance of reading. This event begins in March 2019 and there will be multiple opportunities to volunteer.

For further information please contact the Community Health Liaison within your practice's community:

Allentown	Ellen Denziard	Ellen.Denziard@sluhn.org
Monroe/Anderson	Todd Nemura	Todd.Nemura@sluhn.org
Miners	Rosemarie Lister	Rosemarie.Lister@sluhn.org
Bethlehem	Kelly Berk	Kelly.Berk@sluhn.org
Warren	Monerra Hosin	Monerra.Hosin@sluhn.org
Quakertown	Kathy Ramson	Kathy.Ramson@sluhn.org

Please Help Welcome Our New Community Ambassadors for St. Luke's Sports Medicine/Fitness and Sports Performance...

SLPG would like to introduce Robert McClarin and Mike Cerimele as Community Ambassadors for Sports Medicine/Fitness and Sports Performance. Robert and Mike will serve in their roles as ambassadors for assigned Sports Medicine and Sports Performance contracts and target markets. They will identify and build relationships that lead to increased market share in Sports Medicine and Sports Performance. Both Robert and Mike will assist in the planning, implementation and day to day management of sports performance training, camps, clinics, tournaments and events. Additionally, they will serve as a principle liaison between physicians and specialists, the school district, athletes and their parents.

Success with "Girls Night Out" Fundraiser!

Congratulations to Crystal Corredera and the St. Luke's Plastics and Reconstructive Surgery team who raised over \$10,000 for the St. Luke's Compassion fund. Thank you to those who had contributed and/or attended. It was truly an amazing night!

HOPE at St. Luke's Hospital...

Do you know St. Luke's has its very own HIV/AIDS program? We offer medical care and support services to persons living with HIV/AIDS in HOPE's two locations in Easton and Bethlehem! Should you need help with HIV testing or delivering results, please contact the HIV prevention team at HOPE. For further questions or information, please contact 484-503-8015.

SLPG's First Pediatric Neurologist...

Dr. Elizabeth Corbo is now accepting patients. She is currently in the enrollment process, and will not be able to accept all insurances yet. However, in an effort to maximize access to patient care, the office staff are trying to get as many out of network authorizations for Dr. Corbo as possible. She is credentialed with our own SLUHN employee health plan.

Pulse Survey Timeline!

- November 2018 - Manager Training, Results through Qualtrics dashboard
- January 15, 2019 - Feedback Sessions with Practices/Action Plans Due

AIDET® Notes and Dates!

AIDET is a tool that assists us in communicating with patients in a way we can connect with them best. It stands for: **Acknowledge, Introduce, Duration, Explanation, and Thank You.**

Below are the remaining AIDET dates for the year. Don't forget... AIDET training is now on MEL!

- Nov 2018 - **Acknowledge & Introduce**
- Dec 2018 - **Explanation & Thank you**
- Jan 2019 - **Duration**
- Feb 2019 - **AIDET® Validation**



Our Commitment

Mission: Why We Are Here

The mission of St. Luke's University Health Network is an unwavering commitment to excellence as we care for the sick and injured, educate physicians, nurses and other health care providers; and improve access to care in the communities we serve, regardless of a patient's ability to pay for health care.

How does SLPG support this Mission?

Continually improve access, customer service, quality, financial performance, people and integration across all care settings.

Vision: What Does Success Look Like?

In comparison to national benchmarks, St. Luke's will achieve top decile performance in quality and safety measures, provide exceptional service, and be perceived as easy to use by all who access or provide our services.

In SLPG we integrate the vision by:

Being the leading provider of comprehensive ambulatory care in the region by delivering the highest quality care at the lowest cost through a patient centric, easily accessible, and integrated care delivery network.

Values:

Core Network Values:

- PCRAFT values are the guiding principles of SLUHN, the qualities we strive for with every encounter. Pride, Caring, Respect, Accountability, Flexibility and Teamwork are the qualities our team will act upon without fail.
- PCRAFT values should always be on display – during a routine checkup at the doctor's office, in a St. Luke's Care Now facility, in the Emergency Department, during a same-day procedure or a complex surgery. As a patient or prospective employee, you can count on every member of the St. Luke's team to display PCRAFT values in every situation.

New Places...

At the end of the year, our Pediatric Neurology practice will be relocating to the Fairmont Village Shopping Center located at 7001 North Route 309 in Coopersburg. Patients can be scheduled by calling 484-526-5735.

Pediatrics GI opened a new location in Quakertown and are now receiving services in Suite 30, located on 1021 Park Avenue. Patients can be scheduled by calling 484-526-7575.

St. Luke's Neurology Associates is now located at 5445 Lanark Road, Suite 202, Center Valley, PA 10834. Patients can be scheduled by calling 484-526-5740.

Can you find our SLPG Goals?

E Y G E X P S C V E
 F P K G C E D T R L
 K W Z T R N E A O P
 J L V V I O A P H O
 Y T I L A U Q N H E
 G C Y D B G L T I P
 E M U B H G W T Q F
 A I D E T O G N S Q
 Z P X B R V U L N S
 P U H G J E S V V U

WORD BANK

AIDET QUALITY
 PEOPLE GROWTH
 FINANCE SERVICE

G. R. O. S. S.

Do you have ideas on how we can grow our patient volume, improve patient experience/care, or increase efficiency? We're continuing our G.R.O.S.S. (Getting Rid of Stupid Stuff) campaign! As a result of last month's newsletter, several G.R.O.S.S. improvement ideas were received. Thank you for continuing to send your ideas and submissions! Your ideas will be reviewed monthly by the SLPG Executive Leadership Team and you will receive direct follow up regarding the outcome. Please email them to gross@sluhn.org. Stay tuned as ideas resulting in changes will be in future SLPG Newsletters!



In SLPG, we live PCRAFT through:

1. **Customer Service:** We understand the customer is our highest priority. We invest in all of our team members to ensure they have the mindset, education, tools, and sense of empowerment to fulfill this principle.
2. **Inclusive Culture:** We include the appropriate constituencies in the decision making process while balancing the need to be entrepreneurial, agile and timely.
3. **People:** We invest in finding, training, and developing the best people for all roles in the organization. We do more than just say we value people, we act on this premise every day. We respect one another and work as a highly functioning team.
4. **Alignment:** We break down historical silos and realize the potential of being a fully aligned and integrated organization.
5. **Communication:** We communicate with radical transparency and honesty at all levels of the organization via multiple communication channels that leverage both people and technology to consistently reinforce our mission, vision, values, as well as our successes and opportunities for improvement.
6. **Empowerment:** We empower every team member regardless of role to make decisions and care for customers without apprehension or hesitance, fostering a culture where it is acceptable to make a mistake and learn from it.
7. **Accountability, Rewards and Recognition:** We establish clear goals, standards, and expectations and hold one another accountable to achieving these goals so we realize our highest levels of collective and individual performance. We provide our entire team the opportunity to garner rewards and recognition for great performance as well as the opportunity and support to enhance adequate or improve inferior performance. We coach and mentor our entire team, with added support for team members whose performance is consistently below expectations and recognize some will be better suited for opportunities elsewhere.
8. **Embrace Change:** We understand the rapidly evolving healthcare environment and strive to develop new, creative solutions to solving problems. We challenge ourselves to overcome resistance to change and welcome ideas from all team members.
9. **Metrics:** We use data to inform decision making and drive accountability without paralyzing the organization or inhibiting entrepreneurial thinking.

FY19 SLPG Goals

SLPG FY19 Goals are listed below for your reference. Throughout the year, our performance relative to these goals will be periodically updated so we are all aware of our performance, celebrate our successes and determine where greater focus is necessary. If you have any questions about FY19 SLPG Goals, please speak to your manager.

Service: Achieve top decile performance for the patient rating of providers as measured by the Press Ganey Survey Data (CGCAHPS or Blended CG/HCAHPS as applicable).
Metric: Threshold 50%tile, Target 75%tile, Max 90%tile

Quality: Increase Baseline Performance in Quality Driven Revenue by 9M as measured by financial value based reporting.
Metric: Threshold \$7.5M, Target \$9.0M, Max \$10.5M
Achieve Top Decile HEDIS measure for control of HbA1c in diabetic patients less than 8.0% as measured by Insights.
Metric: Threshold 86%, Target 88%, Max 90%

Finance: Obtain SLPG operating income of -0.5% lower than FY19 Operating Income Budget as measured by SLPG Finance reporting.
Metric: Threshold 0%, Target -0.5%, Max -1%
Increase network operating income to 4.5%, as measured by SLUHN Finance reporting.
Metric: Threshold 4%, Target 4.5% Max 5%

People: SLPG—Achieve Top Decile for Employee Engagement as measured by Qualtrics survey results.
Metric: Threshold 50%tile, Target 75%tile, Max 90%tile

Growth: Exceed total visit volume budget by 1% as measured by SLPG Finance.
Metric: Threshold 0%, Target 1%, Max 2%