



Emory Healthcare Overview

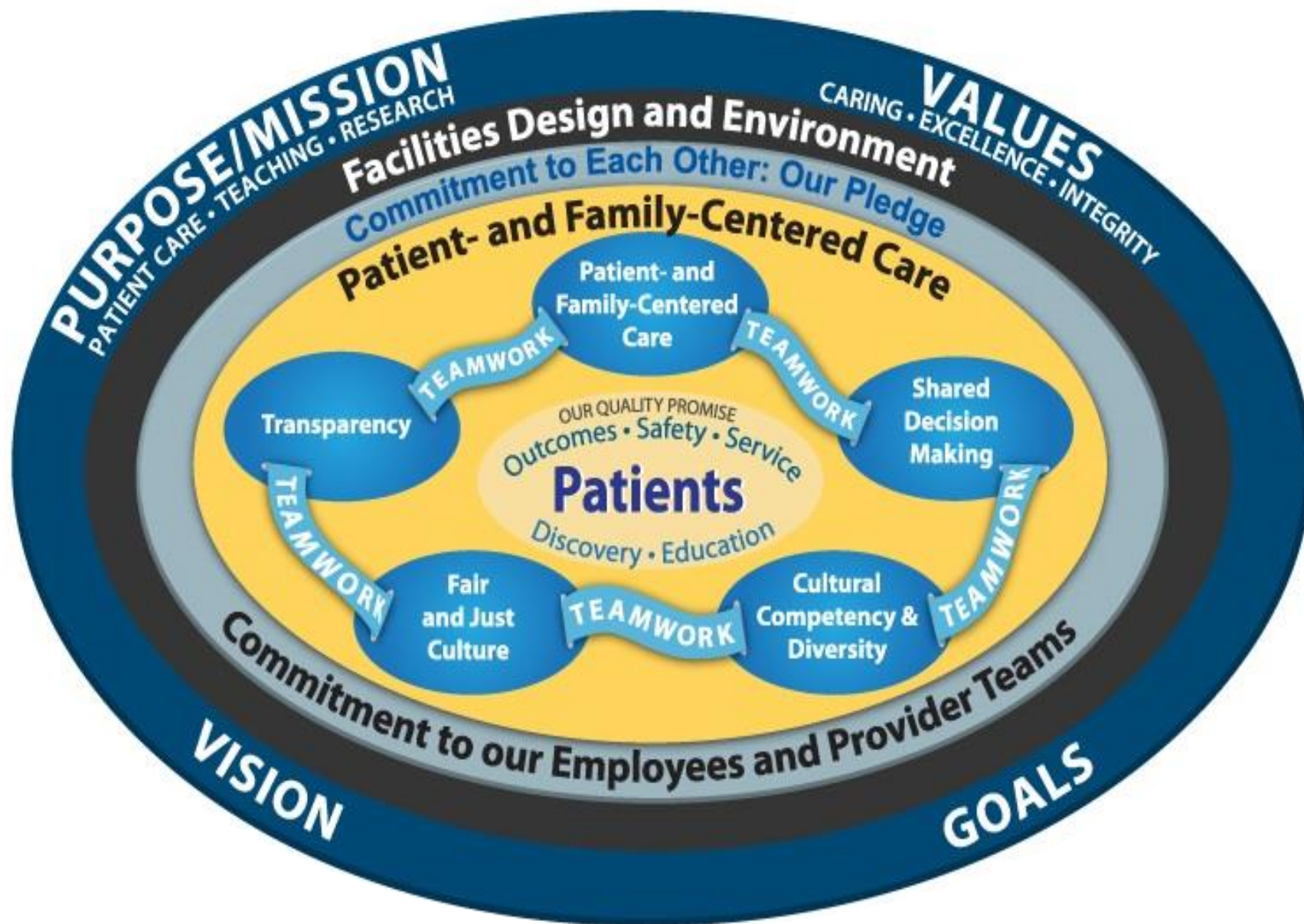
Susan Grant
Chief Nurse Executive
Chief Patient Services Officer
Emory Healthcare

EMORY
HEALTHCARE

DONABEDIAN EQUATION (*THE EMORY VERSION*)

$$S + P + C = O$$

Structure + Process + **Culture** = Outcomes





EHC SERVICE



EHC's FY13 – FY15 Strategic Plan Summary

Overall Theme: Creating **Value for our Patients and Families**
Value is delivering on our Quality Promise with Minimal Waste and
Optimal Efficiency

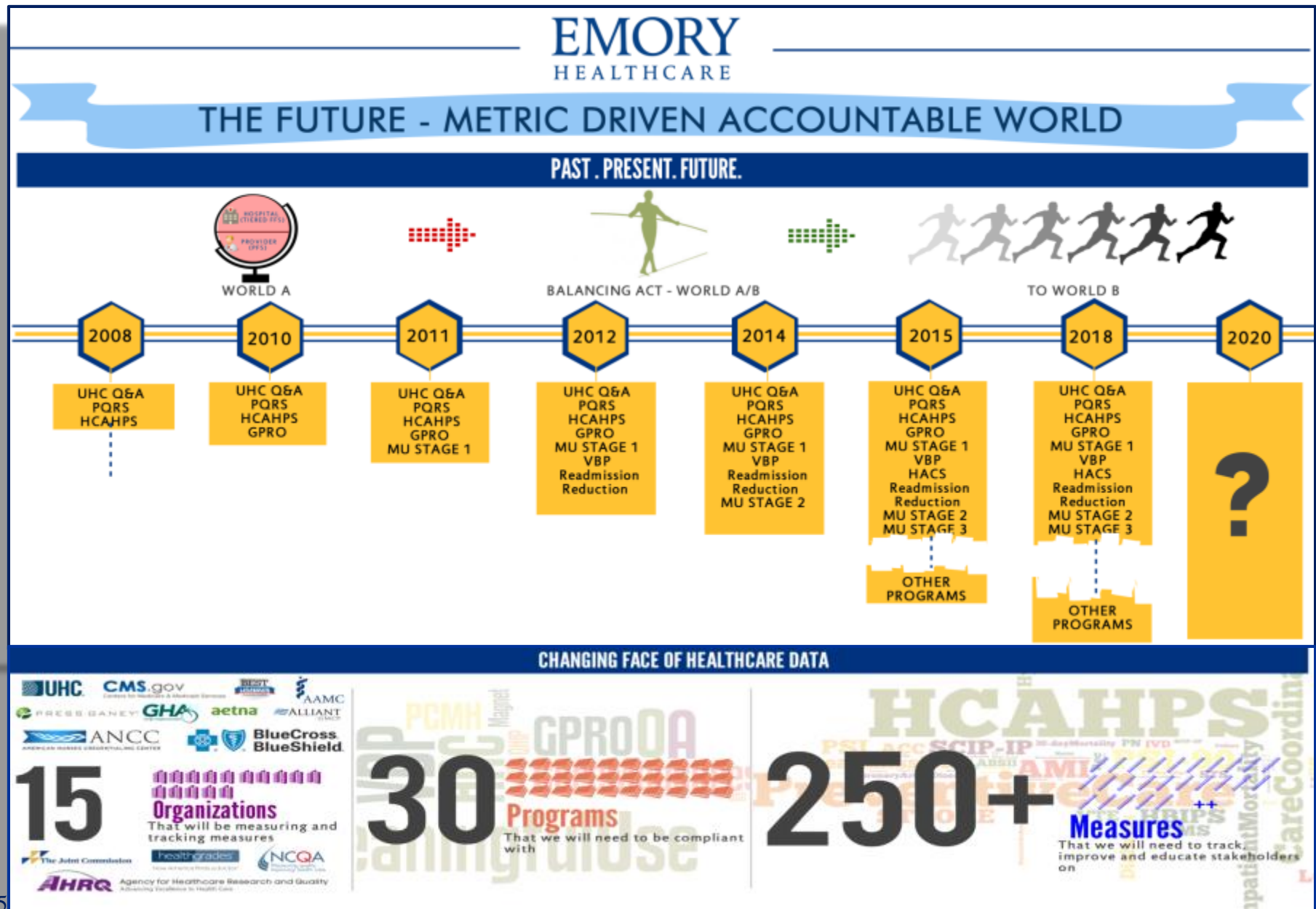
Value is impacted by all five Strategic Goals

FY13 – FY15 STRATEGIC GOALS

Clinical Quality	Patient and Family Experience	Commitment to Those Who Serve	Discovery and Innovation	Financial Strength
Fulfill our Quality Promise across the continuum of care cost effectively	Significantly improve the patient and family experience with access to the right care	Achieve top physician and employee engagement by living the Care Transformation Model	Expand the opportunities for patients to participate in novel research and educational programs	Strengthen financial performance by improving efficiencies and reducing costs per unit of service

Creating **Value for our Patients and Families**

Reporting and Measuring Service Quality



We are asked to **define where we remove suffering to create** Individual Outcomes of Service Quality

	CARING BEHAVIORS	CLINICAL EXCELLENCE	CULTURE	
Inherent Suffering	Inform	Demonstrate Clinical Skill	Show Teamwork	
	Personalize Care			
	Show Empathy	Manage Pain		
	Protect Privacy	Prepare for Discharge		
	Offer Choice			
Avoidable Suffering	Show Courtesy			Minimize Wait
	Use Service Recovery			Provide Comfortable / Clean Environment
				Offer Adequate Amenities

Pinpoint Where to Address Inherent, Avoidable Suffering

Patient Engagement is a Key Pillar of Next Generation Healthcare Delivery



Integration of System, Physicians, and Patients Required for Market Success

Keys to Health System Performance in a Value-Based Market



System Coordination

- Hardwired evidence-based pathways resulting in high-quality, low-cost outcomes
- Seamless communication across sites of care to avoid duplicating, missing steps



Physician Integration

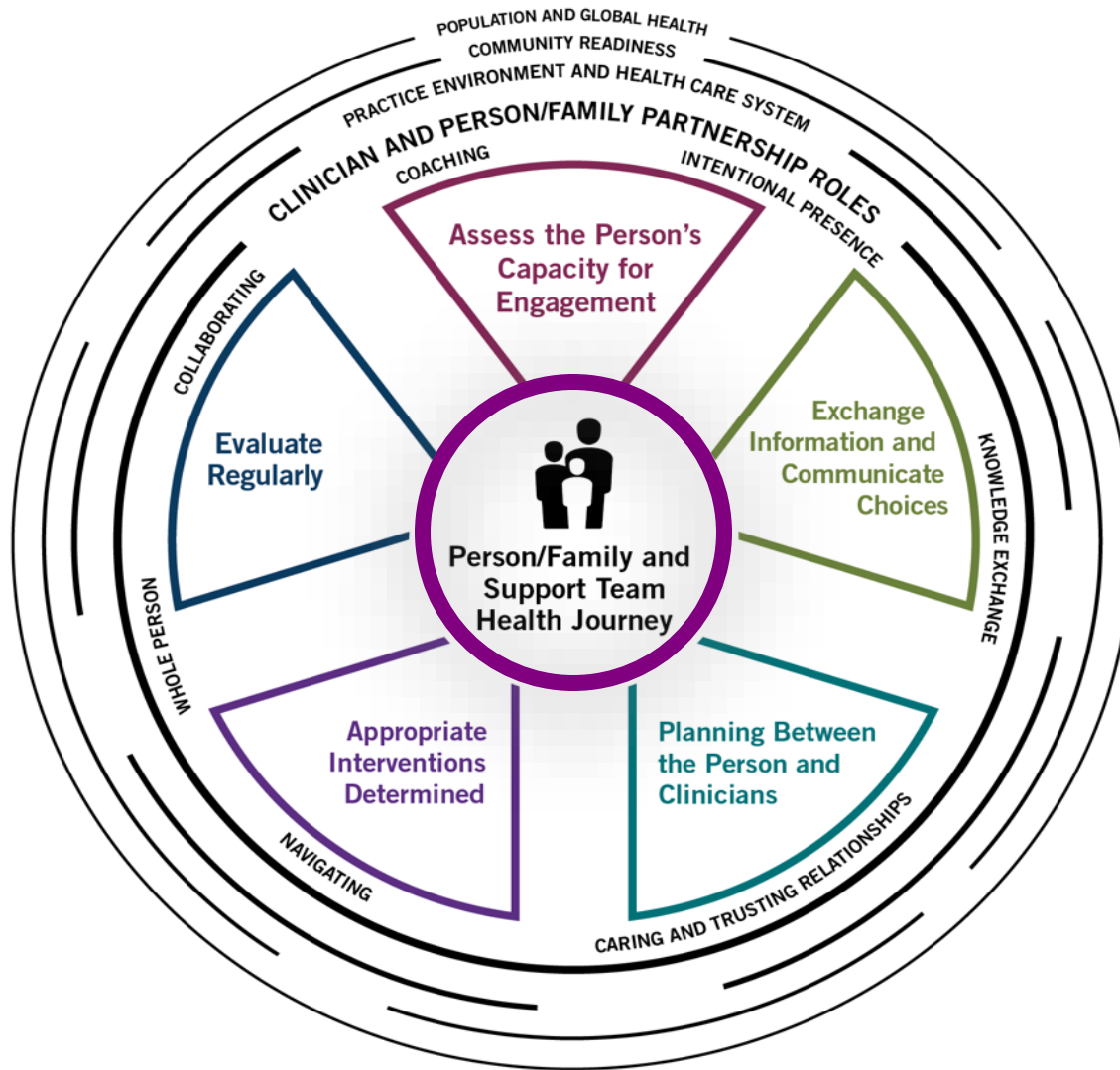
- Physicians serve as strategic partners sharing goals for performance of health system
- Multidisciplinary, top-of-license care team deployment standard across medical staff



Patient Engagement

- Engaging and activating patient in care to ensure smooth recovery, ongoing management
- Encouraging informed patient to select appropriate treatment options and self-manage

Designing and Integrating Personalized Care to Achieve Individual Outcomes of Service Quality



INTERACTIVE CARE MODEL™

Rethinking the person/family/care partner and clinician relationship to better engage people in their health care journey.

Aligning culture to meet outcomes of Service Quality



Creating **Value** *with* our Patients and Families for all Patients and Families



Cornisha Mathews

September 19, 1981 - February 22, 2011

**PFA
Patient and
Family
Advisors**

Cornisha's List



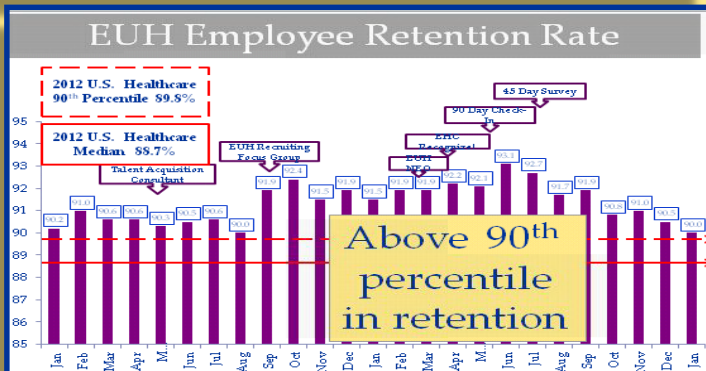
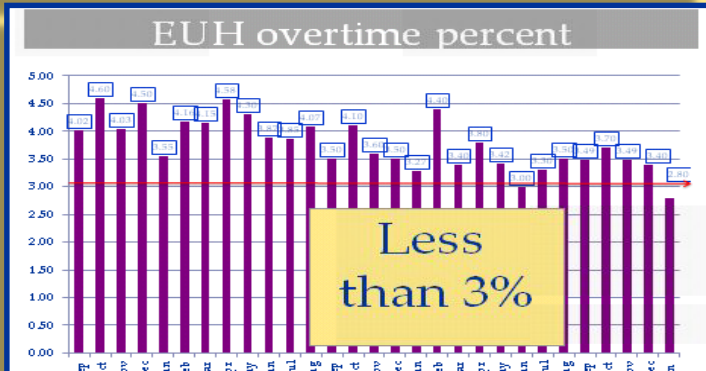
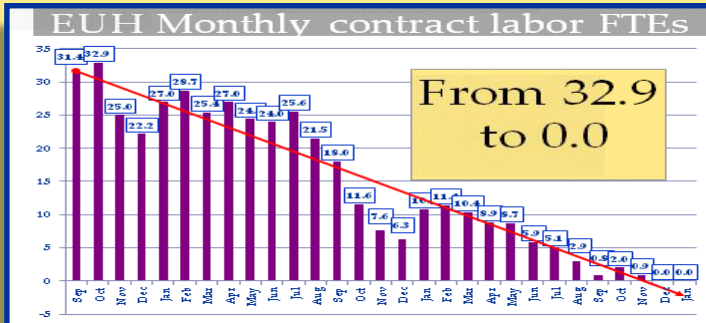
**Emory Healthcare
Bedside Shift
Report Bundle™**

**Emory
Healthcare
Bedside Shift
Patient and
Staff Training
Video**

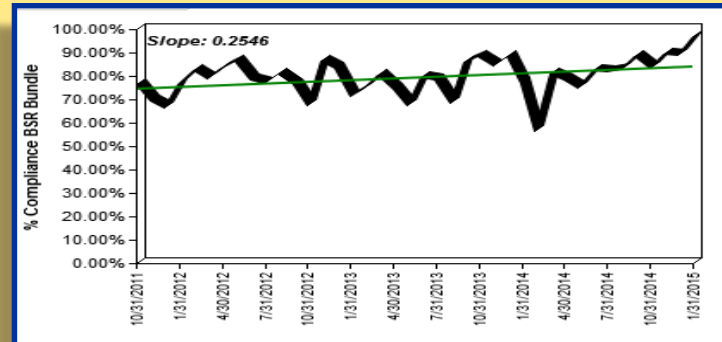


Demonstrating Service Quality

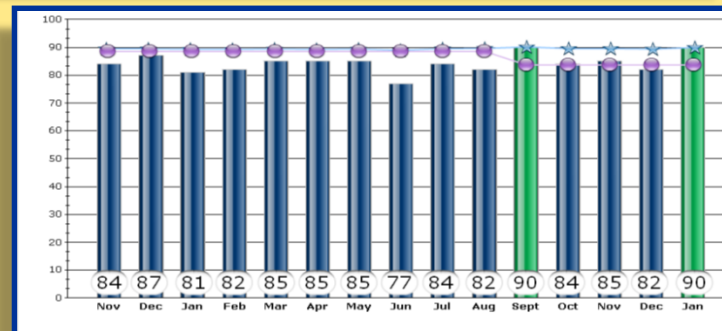
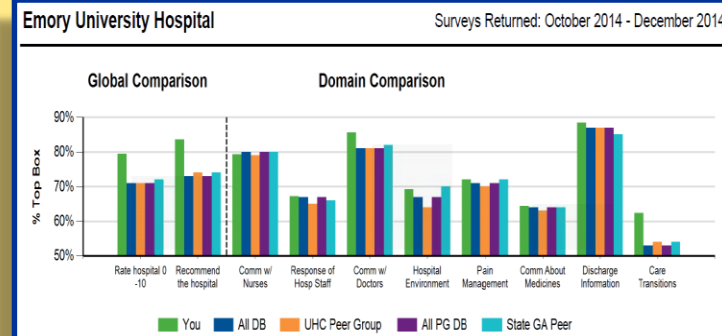
Current Monthly Employee Metrics



Current Monthly Patient-Centered Metrics



97% units complaint with Bedside Shift Report Bundle



90th percentile Press Ganey National Database

Demonstrating Service Quality



Consistently ranked among the nation's best hospitals by
U.S. News & World Report for the last 20 years.

EMORY HEALTHCARE

We're all in this together.

EHC SERVICE



EMORY UNIVERSITY HOSPITAL

#1 Patient Centeredness

UHC 2014 Quality and Accessibility Performance Scorecard

Emory University Hospital

The Emory University Hospital is a 14-bed, non-profit, teaching hospital. The hospital is located in Atlanta, Georgia. The hospital is a member of the Emory Healthcare system. The hospital is a member of the Emory Healthcare system. The hospital is a member of the Emory Healthcare system.

Overall	Score	Target	Score	Target
Overall	73.7	75.0	88.7	88.7
Access to Care	73.7	75.0	88.7	88.7
Quality of Care	73.7	75.0	88.7	88.7
Cost of Care	73.7	75.0	88.7	88.7
Patient Satisfaction	73.7	75.0	88.7	88.7
Healthcare Access	73.7	75.0	88.7	88.7
Healthcare Quality	73.7	75.0	88.7	88.7
Healthcare Cost	73.7	75.0	88.7	88.7
Healthcare Patient Satisfaction	73.7	75.0	88.7	88.7