

Organizational Excellence: Our Journey 2009 Benchmarking Program

Learn how to execute proven principles and practices within your healthcare system from a hospital that has real-life experience achieving organizational excellence.

Designated
StuderGroup[▼]
Learning Lab

**Benchmarking
Program:
September 3, 2009**

Sacred Heart Hospital
Organizational Learning
900 W. Clairemont Avenue
Eau Claire, WI 54701
(715) 717-4265
ppendergast@shec.hshs.org

 **Sacred
Heart
Hospital**
Hospital Sisters Health System
there is hope here.



Our Journey

Founded in 1889 by the Hospital Sisters of the Third Order of St. Francis, Sacred Heart Hospital is a 344 bed acute care, regional medical facility providing comprehensive and specialty services for both inpatients and outpatients. The hospital features leading-edge technology, backed by a world class medical staff to treat injury and illness. However, it takes much more than just medical expertise and technology to achieve organizational excellence.

In 1998, Sacred Heart Hospital embarked on an in-depth strategic process by identifying the hospital's strategic focus and initiated its journey towards operational excellence.

The Process is heavily influenced by the integration of Studer Group Principles and Practices.

The Result is a hardwired culture of high quality care, positive satisfaction and fiscal strength.

Learn how Sacred Heart Hospital's planning has made its expertise sought after by healthcare systems across the country.

In this unique, one-day benchmarking program we will share our journey to achieving organizational excellence. Members of the Hospital Leadership Team will discuss their successes, as well as set-backs, providing you with valuable information that can make a profound impact on your healthcare system.

Our Results

Sacred Heart Hospital has received top honors for its patient, physician and employee satisfaction, earning prestigious awards and recognition including:

- Top National Honors for physician satisfaction by Professional Research Consultants (PRC) for four years consecutively.
- The Coveted Press Ganey Summit Award for remaining in the Top 1% of hospitals in the nation in patient satisfaction for an unprecedented nine consecutive quarters.
- Meeting and exceeding National Best Practice thresholds in seven employee satisfaction attitudinal areas.
- Positive clinical outcomes as evidenced by publicly reported clinical quality measures and strong accreditation status.
- Continued growth in world class tertiary care services to meet the needs of the community and the Western Wisconsin Region.
- Gaining and holding market share while maintaining a strong operating margin.

Program Schedule

7:30 am - 8:00 am	Continental Breakfast
8:00 am - 8:15 am	Welcome and Introductions
8:15 am - 10:15 am	Our Journey - An Overview Hospital Leaders will share the journey and milestones in achieving our organizational outcomes. Organization culture changes and the importance that these played will be discussed. An executive summary of our organizational structure will be shared by administrators. The commitment and accountability of our leaders and the buy-in and commitment of our employees played a vital role in our success. A review of the steps taken to establish our Pillar Performance System and leadership accountability to support that system will be discussed.
10:15 am - 10:30 am	Break
10:30 am - 11:30 am	Our Journey - An Overview (continued)
11:30 am - 1:00 pm	Lunch and Departmental Benchmarking Leaders from specific departments will be available to share information regarding the integration of the Studer Nine Principles into everyday operations. Participants will have an opportunity to tour the department that they have chosen and to meet and talk with employees along the way.
1:00 pm - 2:30 pm	Best Practice Sharing Participants are asked to bring one “best practice” from their organization to share with other participants. This session will be a facilitated discussion of these best practices.
2:30 pm - 2:45 pm	Break
2:45 pm - 4:00 pm	Leadership Lessons Leaders throughout the hospital have been an important part of the cultural and organization transition. Managers will share their experiences and challenges faced along the way. Critical Leadership accountability systems will be explored.
4:00 pm - 4:30 pm	Question/Answer Open exchange of ideas, thoughts and networking.



Sara Criger
Vice-President/CEO
St. Joseph's Hospital
St. Paul, MN

“When I first visited Sacred Heart Hospital and heard their story, it was very clear to me that patients of St. Joseph’s deserved the same level of care and service, the very best. I was inspired and wanted the rest of my team to hear about their journey and share my enthusiasm for the possibilities of performance excellence. Members of the Sacred Heart Hospital team came to our organization and shared their success story and how they went about becoming a stronger organization for their patients. Their presentation enlightened our team and demonstrated how we can better fulfill our calling to be the best for our patients. We since have launched several very energized teams and are beginning our own journey towards performance excellence. The Sacred Heart Hospital team is not only talented, they are inspirational and gracious. They have shared any and all information and learnings from their journey with us. It is clear that their passion for being the best for patients goes way beyond those who use Sacred Heart, and extends to patients who might receive care at any healthcare facility.”

Target Audience

This benchmarking program is intended for administrators, managers and supervisors. You will leave with the knowledge of how to create a leadership structure that promotes organizational excellence.

Presenters

Key individuals at Sacred Heart Hospital who are responsible for leading the Hospital’s organizational excellence efforts will take part in the program. Presenters include: administrators, senior managers, clinical directors, staff development professionals and physicians. Many of the speakers have presented their experience and success with organizational excellence at both national and international professional conferences.

Location

Eau Claire is located in the heart of West Central Wisconsin, approximately 90 miles east of Minneapolis/St. Paul. A block of rooms has been reserved at The Plaza Hotel, 1202 W. Clairemont Avenue, located three blocks from Sacred Heart Hospital. Call The Plaza at (715) 834-3181 to reserve your room at a discounted rate. Reservations are requested by August 20, 2009 - please refer to group number 6350.

Designated Studer Group Learning Lab



Quint Studer
Studer Group

Sacred Heart Hospital’s journey to organizational excellence has been heavily influenced by the hardwiring of Quint Studer’s philosophy and the Studer Group Principles. Sacred Heart’s progressive Leadership team and the Studer Group’s best practices have proved to be a winning combination. Sacred Heart Hospital has become the first hospital in the nation designated as a Studer Group Learning Lab. As a Studer Group Learning Lab, Sacred Heart Hospital is pleased to share its learnings in integrating this evidence-based leadership model.

“Culture outperforms strategy every time and culture with strategy is unbeatable!”

-Quint Studer

What our past attendees are saying about us:

- You have a great facility and should be proud of your achievements. Your true commitment is seen.
- Wonderful presentation! I am inspired and energized to make a difference.
- Looking at a book is good, but real-life shared experience is most helpful.

