



REACHING THE SUMMIT:

One Hospital's Inspiring Path to (Triple-Award-Winning) Quality and HCAHPS Success

MEMORIAL HOSPITAL MIRAMAR OPENED MARCH 17, 2005

That was Then (FY 2006)

- ❑ 128 Beds
 - ❑ All Private Rooms
- ❑ Family Birthplace
 - ❑ 2,147 Deliveries
- ❑ Emergency Department
 - ❑ 21,578 Adult Visits
 - ❑ 10,535 Pediatric Visits
- ❑ Surgical Services
 - ❑ 6 - OR Suites
 - ❑ 3,036 Surgeries
- ❑ Outpatient Services
 - ❑ 28,584 Outpatient Visits
- ❑ 550 Medical Staff Members

This is Now (FY 2011)

- ❑ 178 Beds
 - ❑ Including a Level II NICU
 - ❑ 16 private Rooms
- ❑ 3,342 Deliveries
- ❑ 35,677 Adult ED Visits
- ❑ 19,639 Pediatric ED Visits
- ❑ Surgical Services Expansion
 - ❑ Additional “Mini-Suites”
 - ❑ 5,559 Surgeries
 - ❑ Robotics (504 Surgeries)
 - ❑ Top 5% in the nation in volume
- ❑ 58,406 Outpatient Visits
- ❑ 1,114 Medical Staff Members

That was Then

The First
Impression:

Our Main Lobby



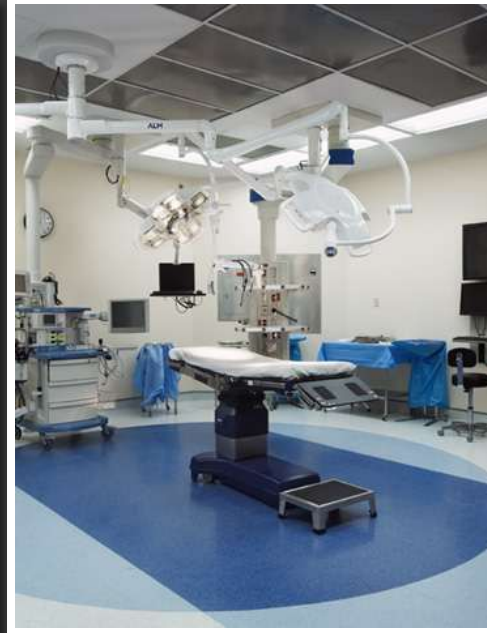
Nurses Station

Inpatient
Med/Surg Unit

Patient Room

Private

Designed for
Family Comfort



State of the Art

OR Surgical
Suite

Robotic Surgery



Remote Presence



This
is
Now



U-18 Sports Medicine Program



Bladder Health Program of South Florida

OUR AWARDS

- ✦ **Summit Award®: Inpatient (Quality Of Care And Employee And Physician Satisfaction), Press Ganey, 2008, 2009, 2010, 2011**
- ✦ **Fire Starter, Studer Group, February 2008 - Award For Outstanding Patient Satisfaction**
- ✦ **HCAHPS – Recognition By Federal Government: 2006 Through 2010**
 - ✦ **Most Recommended Hospital In South Florida**
 - ✦ **Best Overall Hospital In South Florida**
- ✦ **Premier Award For Quality, Premier, Inc., 2010**
- ✦ **Best Maternity Ward In Broward County, South Florida Parenting, 2010**
- ✦ **100 Top Hospitals®: National Benchmarks, Thomson Reuters, 2009**



OUR AWARDS

- ✦ Overall Top Performer Award – Place To Practice Medicine, Professional Research Consultants, 2009
- ✦ Best Daddy-to-be Prep: Boot Camp For Dads, South Florida Parenting, 2009
- ✦ Quality Improvement Organization (QIO) Certified, 2007
- ✦ Best Emergency Room For Kids In Broward County, South Florida Parenting, 2006
- ✦ Excellence in Patient Care – Emergency Department, Studer Group, 2010
- ✦ Outstanding Partnership of the Year – Project Search, Broward County School Board, 2011
- ✦ Top 100 Hospitals for Patient Experience, Women’s Choice Award, 2011



CMS scores are in!!

(Published September 2011 for September 2010)

Memorial Hospital Miramar

Ranked #3 in Overall Rate in the State of Florida!!!!!!!

Ranked #1 in Dade-Broward-Palm Beach Counties!!!

OUR PRESTIGIOUS AWARD COMPANIES





The President's Award Winning Team



WHILE WE WERE BUILDING A BUILDING
OUTSIDE

...we were building our culture inside

TRAILER LIFE

September 2004 - Opening in 6 Months

It's all about bonding

22,000 applicants

650 positions

Interviews in the trailer – the opportunity
to select *Only the Best!*



Leaders
that are
no longer
with us



22% transferred within the system
78% from outside facilities

MASS ORIENTATIONS BEGAN IN JANUARY 2005 150 NEW EMPLOYEES EVERY TWO WEEKS!

Orientation includes....

The Seven Pillars

Standards of Behavior

Simply The Best

Managing Up

Patient and Family Centered Care

Key Words at Key Times

AIDET

Discharge Callbacks

Rounding for Outcomes

Press-Ganey Priority Index

And of course our regulatory requirements

The Pillars Standards of Behavior

- | | |
|-----------|-------------------|
| Safety | - Safety |
| Quality | - Professionalism |
| Service | - Pride |
| People | - Communication |
| Finance | - Attitude |
| Growth | - Teamwork |
| Community | |

It Starts from the very TOP

Frank V. Sacco, President/CEO of the
Memorial Healthcare System (6 Hospitals)

Attends EVERY
New Employee Orientation

and sets the tone for our culture

THE HIRING PROCESS

☐ Peer Interviewing

☐ The selection of top quality employees. It is expected that all final job candidates will be interviewed by a group made up of their potential peers

☐ Behavior based interviewing (staff are trained)

☐ Extensive Criminal/Educational/Employment/Identity/Military/Sanctions Background is run for all new hires

☐ Physical Assessment including Drug Screen

☐ Standards of Behavior/Corporate Compliance are discussed during pre-employment process

☐ Commitment is signed for the file to ensure understanding

☐ MHM Culture is reiterated as an absolute to remain on staff

☐ The Community Pillar Matters

WE BELIEVE IN TRAINING

- ☐ **ALL** employees attend New Employee Orientation (NEO) System, New Employee Orientation (NEO) Facility, Computer Essentials, Simply The Best, Just Culture and Embracing Possibilities
 - ☐ Training Tracks
 - ☐ RN
 - ☐ Allied
 - ☐ Support
 - ☐ Clerical
- ☐ The Department Leaders understand and comply with training schedules
- ☐ MHM has an extensive Graduate Nurse Program to precept and mentor our new work force



**Now Appearing
Quint Studer**

Over 550 employees go as a group to the Signature Grand Conference Center

They learn about the “must haves” and get personal stories from Quint.....

It leaves a lasting impression!

TURNOVER CAN BE HEALTHY

- ☐ **Memorial Hospital Miramar runs an average of 9%**
- ☐ **Zero Tolerance for Low Performers**
 - ☐ Other employees will not allow low performance
 - ☐ Performance issues are dealt with timely – employees are held accountable for their behaviors and attendance
 - ☐ Department Leaders and HR are partners in decisions
- ☐ **Great Employees move on to become Great Leaders**
 - ☐ Miramar becomes the “training ground”
 - ☐ Mentoring Programs
 - ☐ Leadership Programs
 - ☐ Embracing the Culture



ACHIEVING SUSTAINABILITY

☐ Patient and Family Centered Care

- ☐ Visiting Hours 24-Hours a Day / 7-Days a Week
- ☐ Patient- and Family-Centered Care is a model of healthcare delivery based on the understanding that patients, their family and significant support persons have the greatest influence over their own health and well-being and bring important strengths to their healthcare experience

☐ Simply the Best...Nursing Care

- ☐ No Agency Nursing
- ☐ Excellent Nurse to Patient Ratios

☐ Florida's Top 100 Best Companies To Work For - Florida Trend - Third year in a row

- ☐ Only Healthcare System in Florida to Be Recognized

☐ Best Places To Work – Modern Healthcare 2009, 2010, 2011

- ☐ Currently ranked 8th in the Nation

☐ Interdisciplinary Teams

- ☐ Daily rounds with Medical Staff, Nursing, Dietary, Pharmacy, Quality, CRM, Infection Control and Physical Therapy to provide the safest, most efficient medical care.

☐ Bed Board

- ☐ Daily meetings (9 am and 3 pm) with all departments from ED to Inpatient to Support Services to discuss patient flow, staffing and support requests to enhance the patient experience.

ACHIEVING SUSTAINABILITY

☐ Just Culture

- ☐ A collaborative tool between Risk Management and Human Resources to encourage reporting of incidents and medical errors with a goal to treat the employee justly and to avoid the error in the future by reviewing system and process failures.

☐ Accountability

- ☐ See It, Own It, Solve It, Do It – Memorial Hospital Miramar has a can-do attitude if you see a problem, you own it and you fix it – there are no territorial boundaries.

☐ Slam Dunk

- ☐ Our latest initiative to promote awareness of patient satisfaction goal to be Number One Rated Hospital in the State of Florida – no Below the Line thinking!!

☐ The 7 Pillars

- ☐ The foundation upon which many of our initiatives have been built – all Pillars are interconnected and none is more important than the other to produce the best outcomes.

☐ Aligning Goals/Transparency

- ☐ From Frank Sacco to the department staff – Information is driven from the Top, communicated to Leadership and shared at monthly staff meetings. No news is left unshared.

ACHIEVING SUSTAINABILITY



☐ The Healing Experience

☐ Compass

☐ Pet Therapy with a purpose

☐ Aroma Therapy, Musical Recitals,
Massage

☐ Volunteer Programs

☐ Ambassadors of First Impressions

☐ PALS/HANDS

☐ Spiritual Care

Employee Satisfaction



Physician Satisfaction



Patient Satisfaction



The Stars Align – Three Key Metrics
Memorial Hospital Miramar meets or exceeds the 95th percentile in all areas!

REWARD & RECOGNIZE

☐ Patient First Award Recognition Program

☐ The Patient First Award recognizes outstanding employees, physicians and volunteers for their achievements and commitment to providing a healing environment that is safe, efficient, customer focused, and of superior quality. As we strive to become the safest healthcare system in the nation, we salute our staff for always putting our patients first.

☐ Relaxation Room

☐ Celebrate the Wins

☐ Ice Cream Socials

☐ Bar-b-Q's – Chili Cook-offs – Great Giveaways

☐ Administrative Rounding with a Purpose

☐ Recognize staff for a job well done

☐ Brag about what a great facility we have – promote awareness



Relaxation Room



Healing Experience
Memorial Hospital Miramar

Thank you John for the beautiful custom-made aromatherapy trays!



At Memorial Hospital Miramar we are very proud of our **THREE** Summit awards!!

We have acknowledged each and every one of them with hospital wide celebrations. We believe strongly in recognizing our staff. It is they who have worked so diligently as a team to obtain and maintain our goal of 95% since the day we opened!









**Memorial Hospital Miramar... a beautiful place inside and out
This IS What's Right in Health Care!**

QUESTIONS



QUESTIONS