

CME Disclosure

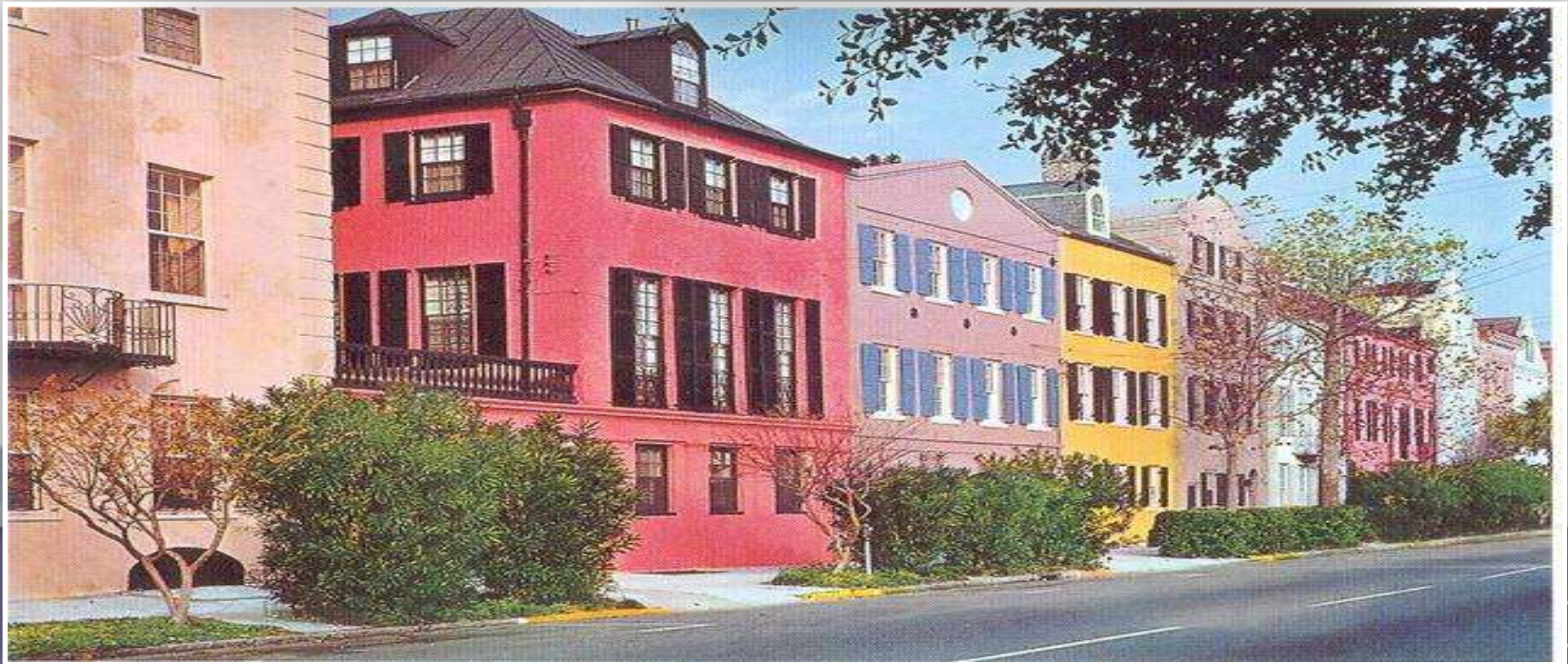
- Accreditation Statement
 - Studer Group is accredited by the Accreditation Council for Continuing Medical Education (ACCME) to provide continuing medical education for physicians.
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 - Presenters have disclosed that they do not have any relevant financial relationships with any commercial interests related to the content of this educational event.

ROPER ST. FRANCIS HEALTHCARE

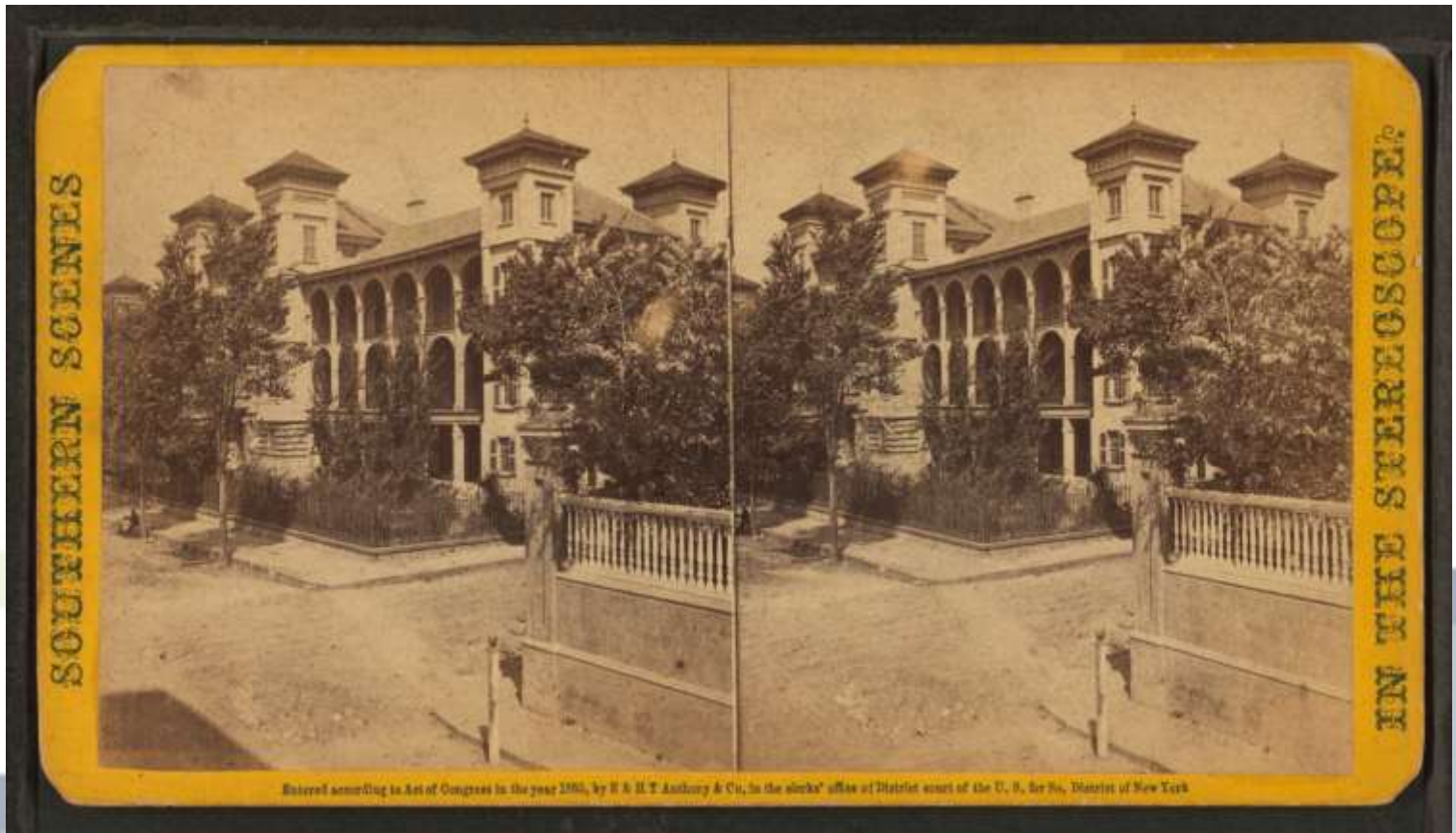
Our Mission

*“Healing all people with compassion,
faith and excellence.”*





Roper St. Francis: An Antebellum Healthcare History





ANGEL OAK

1,500 years of growth

Service
People
Quality

Finance

Growth



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Collegiality in the ED

**Create great Nurse-Physician
relationships -**

***Get excellent patient outcomes in the
process***

Mature Relationships

=

Quality Patient Care

Center of the Universe

- **Share**
- **Responsibility for our Actions**
- **Function in a Complex Environment**

Choice of Professions

***“Patient and Patient
needs first”***

Develop a Fabric of Unity

- **Selecting Talent**
- **Retaining Talent**

Shared Governance between Physicians and Nurses

Communication

- **Internal**

- **Patient**

Standardize

Empower

Nursing Leadership in the Organization

Physician Leadership in the Organization

Be aware of “BurnOut”

“Peace” in the workplace

Measures of our Success

- **LWOT's - 1% or below**
- **Cycle times - 75% in less than 180 minutes**
- **Patient Perception**
 - **Overall quality of care \geq 84th percentile since 2003**
 - **Teamwork between Physicians and Nurses \geq 85th percentile since 2001**

***Conflicts will be the frequent
outcome of human nature,***

***Resolution will occur when the
welfare of the patients is the
measure.***

Thank you

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