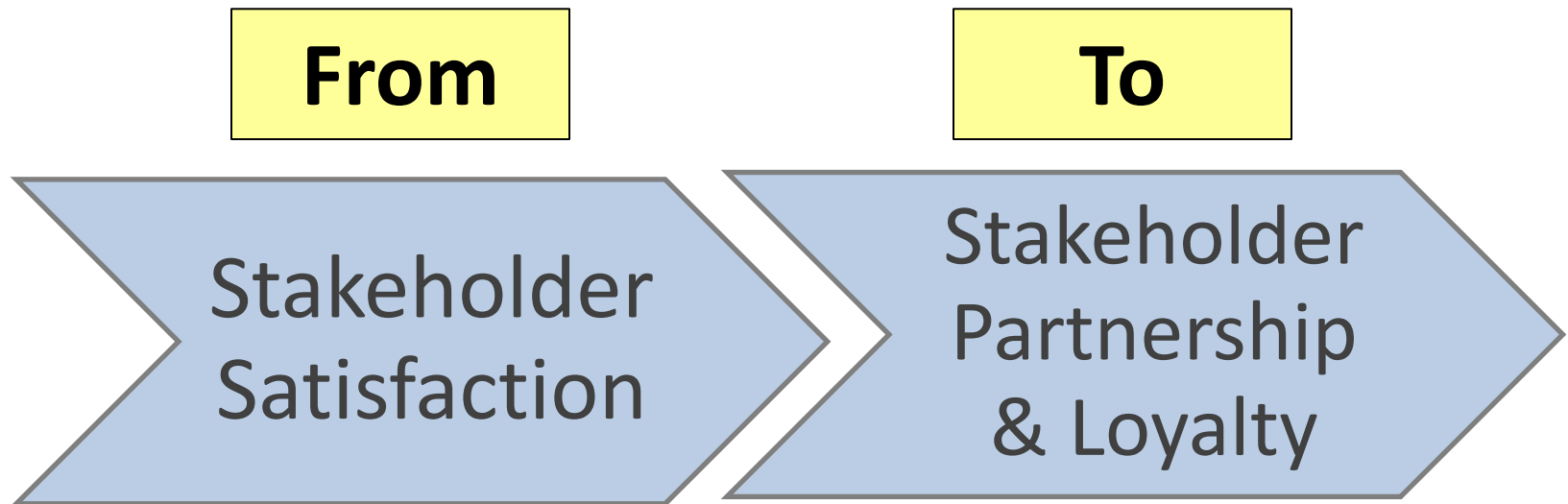




Key Steps in Creating & Sustaining Excellence

1. Create a context for excellence
2. Enroll others (starting with leaders) in the vision for excellence
3. Create alignment, ownership and transparency to drive improvement focus
4. Establish a systematic Leadership System – clarify expectations of leaders
5. Foster a process honoring culture
6. **Build Loyal Relationships – the foundation to accomplishment**

Created A Shift In View Regarding Stakeholders





Identifying Our *Core Competency* of 'Building Loyal Relationships'

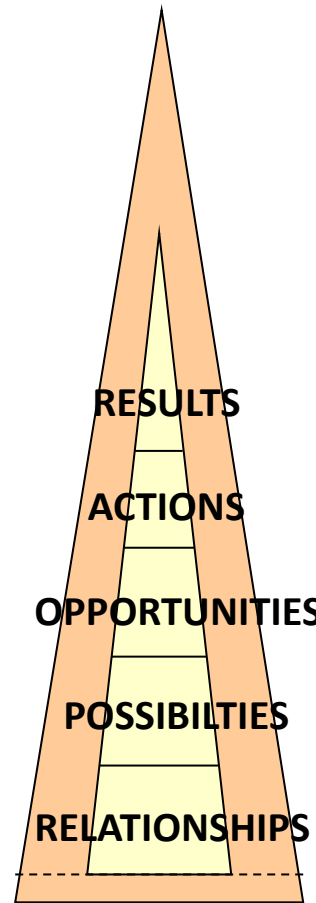
with
Patients & Families

Physicians
Associates
Volunteers



Relationships Are the Foundation for Accomplishment

Accomplishment
Triangle
Narrow base of Relationship =
Little Space for Accomplishment

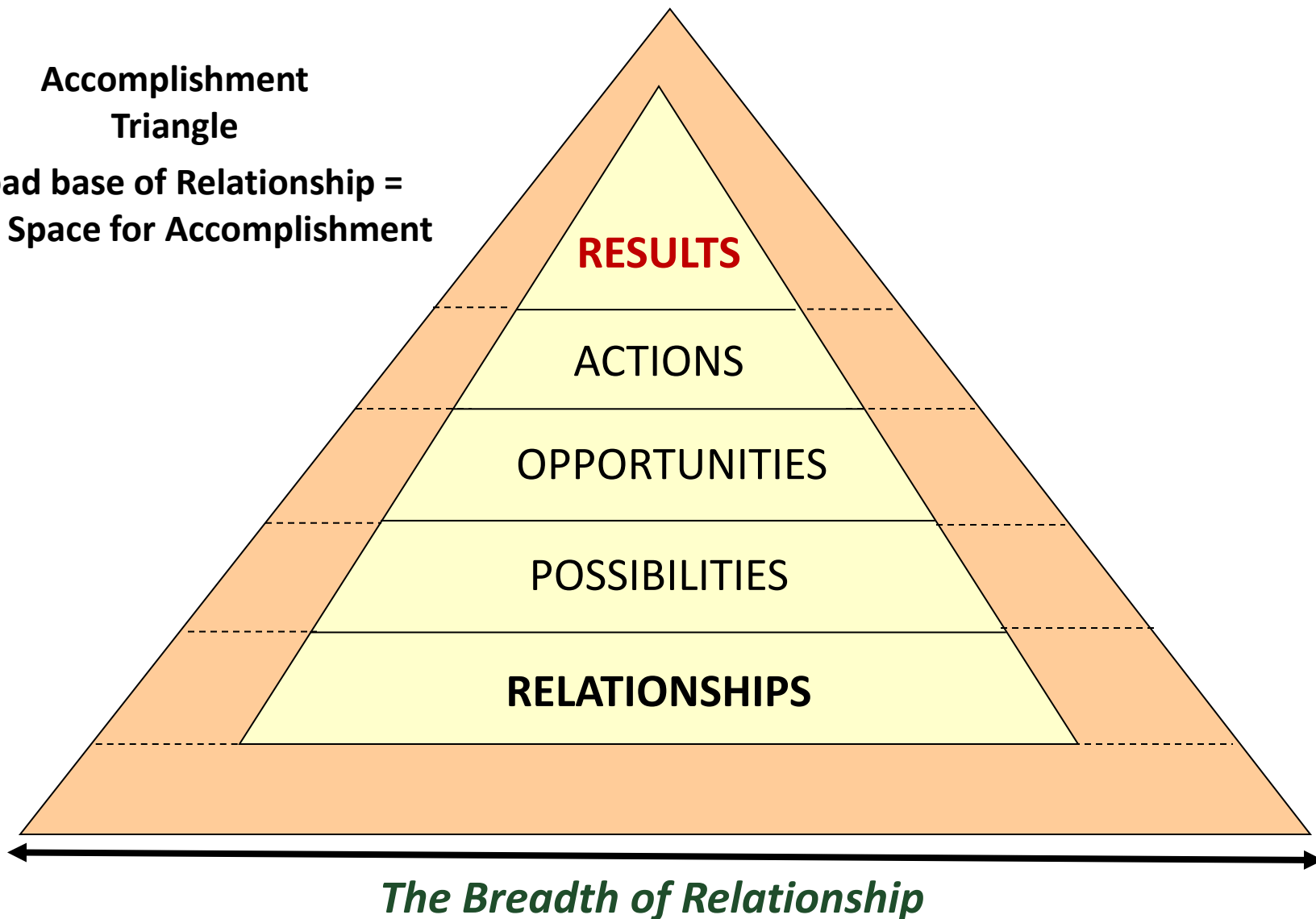


The Breadth of Relationship

Relationships Are the Foundation for Accomplishment

Accomplishment
Triangle

Broad base of Relationship =
Huge Space for Accomplishment



Building Loyal Relationships (percentile – May 2012)

Outpatient



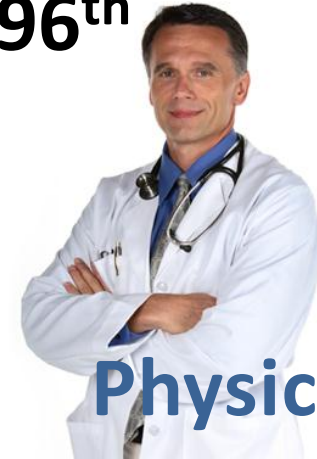
92nd

Convenient Care



98th

96th



Physicians

Patients

Ambulatory Surgery



95th



98th

Emergency Department

91st

Associates





A Recent Letter from a Physician Patient

Dear Mr. Fox,

Recently I had some cardiac challenges and was cast into a whirlwind of cardiologic testing and OP procedures.

I must praise your hospital and facility further and ask that you praise your staff for exceptional expertise, care, commitment and interpersonal warmth. They are truly outstanding.

I wish I had chosen Good Sam to be my practicing hospital when I opened my practice 19 years ago.



Other Key Lessons Learned in Creating and Sustaining Excellence

- Focus on culture... not just tactics
 - *“Culture outperforms strategy every time...and culture with strategy is unbeatable.”*
- Stretch goals drive innovation
- Physician relationships and engagement are priority:
 - Physician champions transform clinical practice
 - **Clinical Integration Program** enables high physician alignment
- Creating a highly professional nursing staff achieves collaboration between physicians and nurses and improves experience and outcome of care



Key Lessons Learned in Creating and Advancing Performance Excellence Across All Pillars

- Participation in National QI and Patient Safety Initiatives and benchmarking against the best accelerates adoption of EMB and world-class results
- Formalize the informal... become less person-dependent
- The path to sustained excellence requires humility

The Path to Sustainable Excellence Requires Humility



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John Vinyard
(770) 642-5433



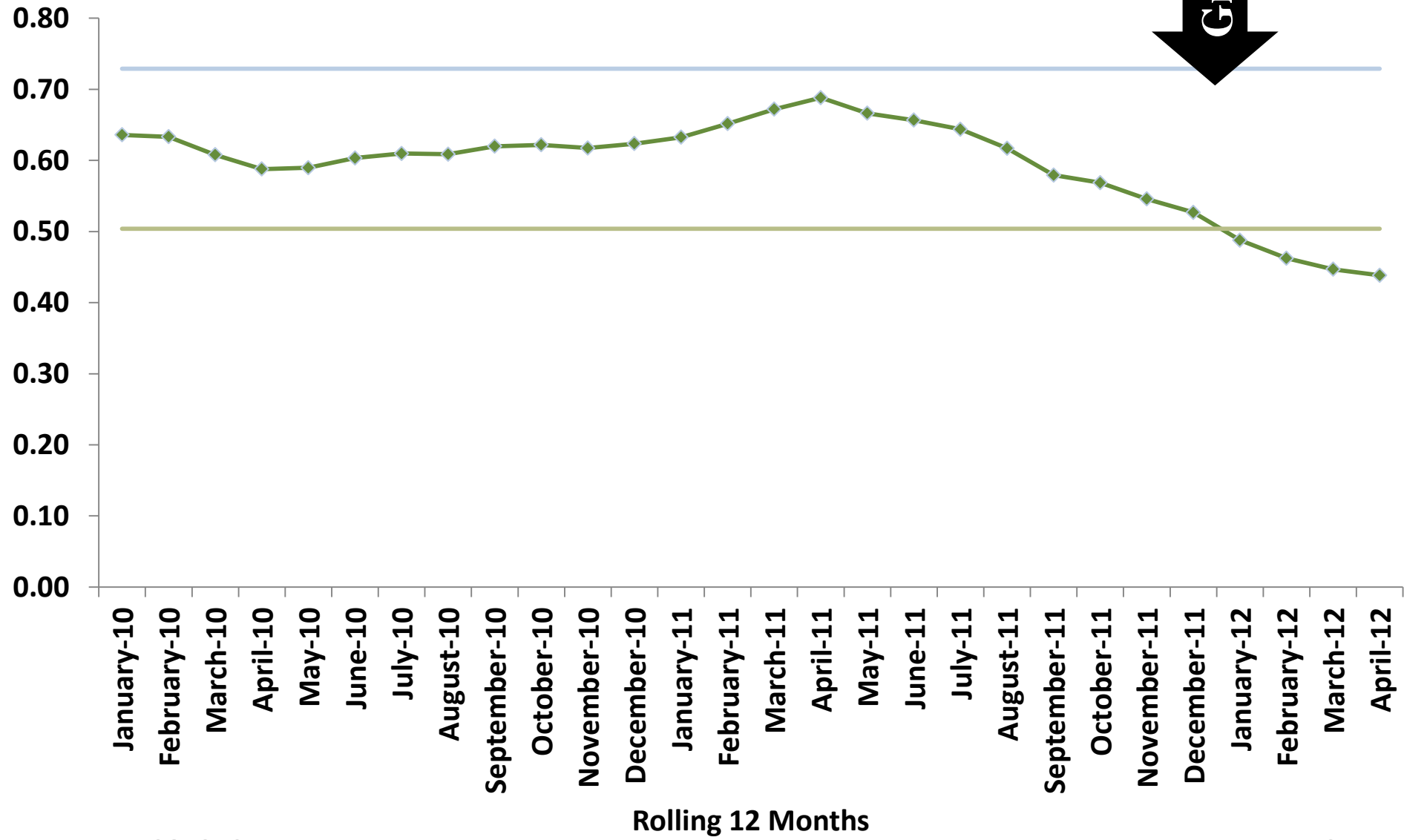
Sustained Excellence Good Samaritan Organizational Results



Health Care Outcomes

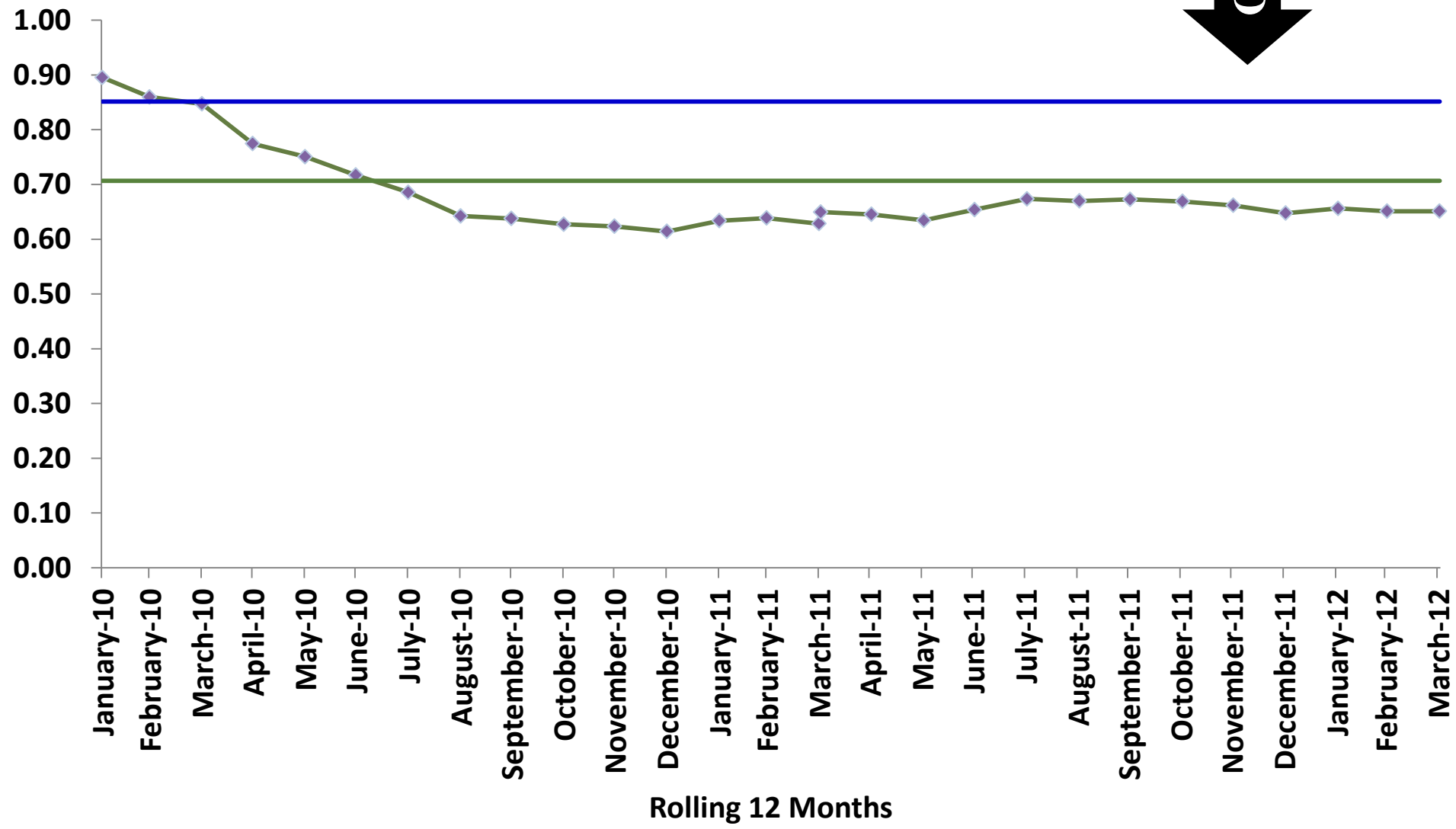
GSAM Complication Index

◆ Index — 75th Percentile — 90th Percentile

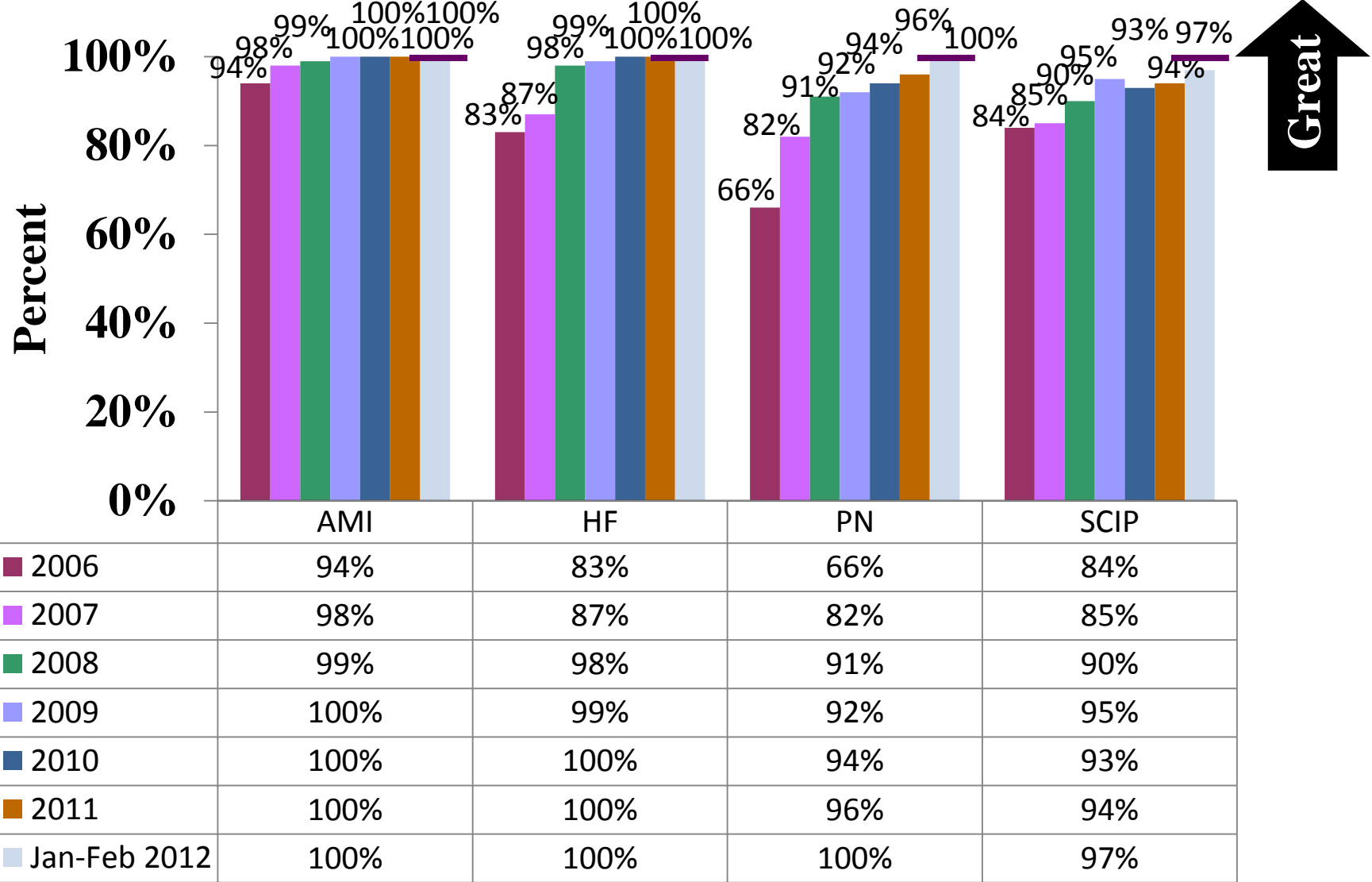


GSAM Mortality Index

◆ Index — 75th Percentile — 90th Percentile



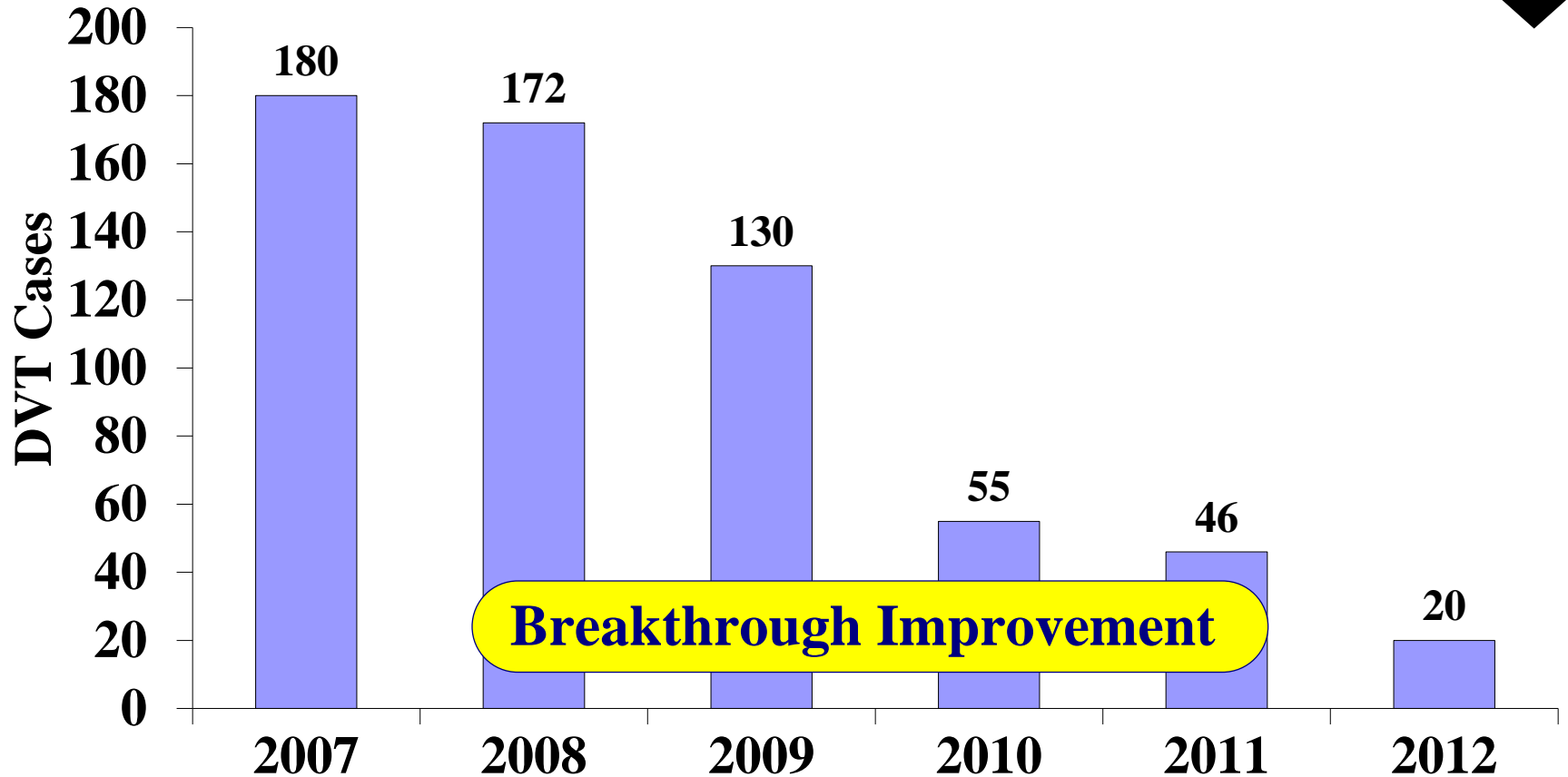
Core Measure Bundles



Source: Midas

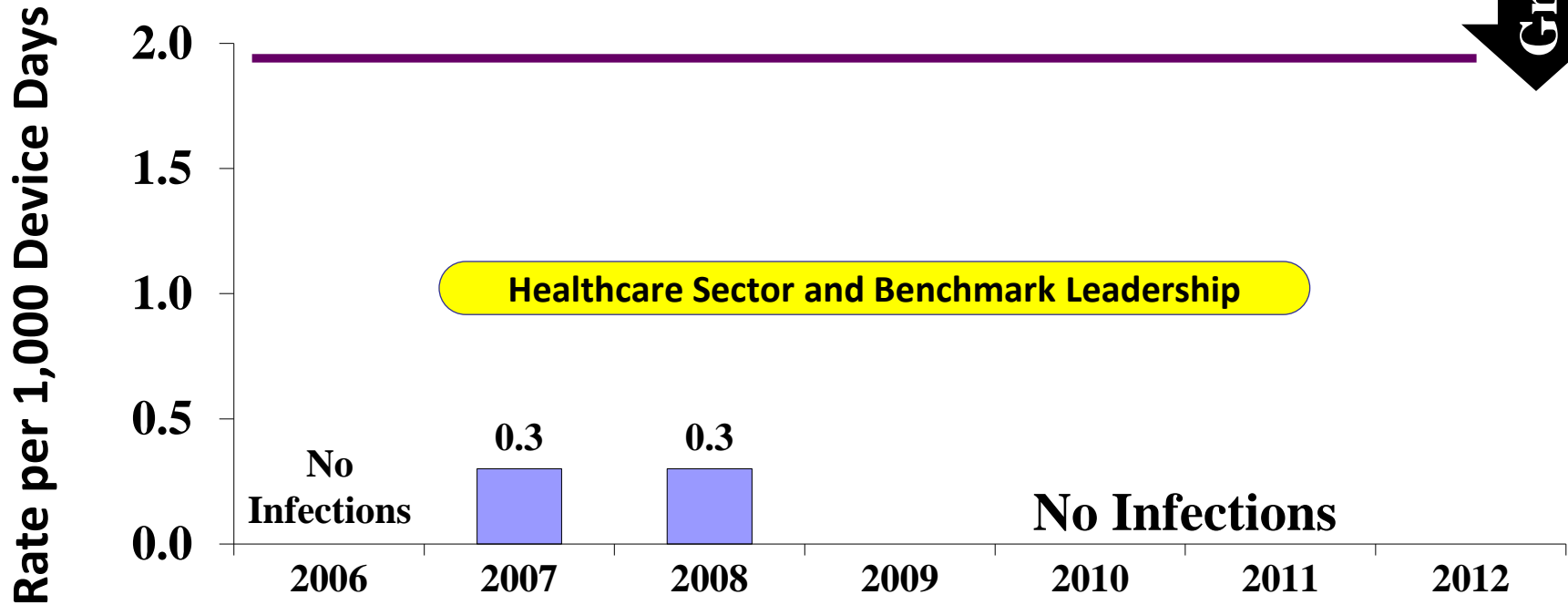
— Top Decile

Hospital Acquired DVTs



Source: Internal Metric - TSI

Ventilator Associated Pneumonia (VAP) Rate

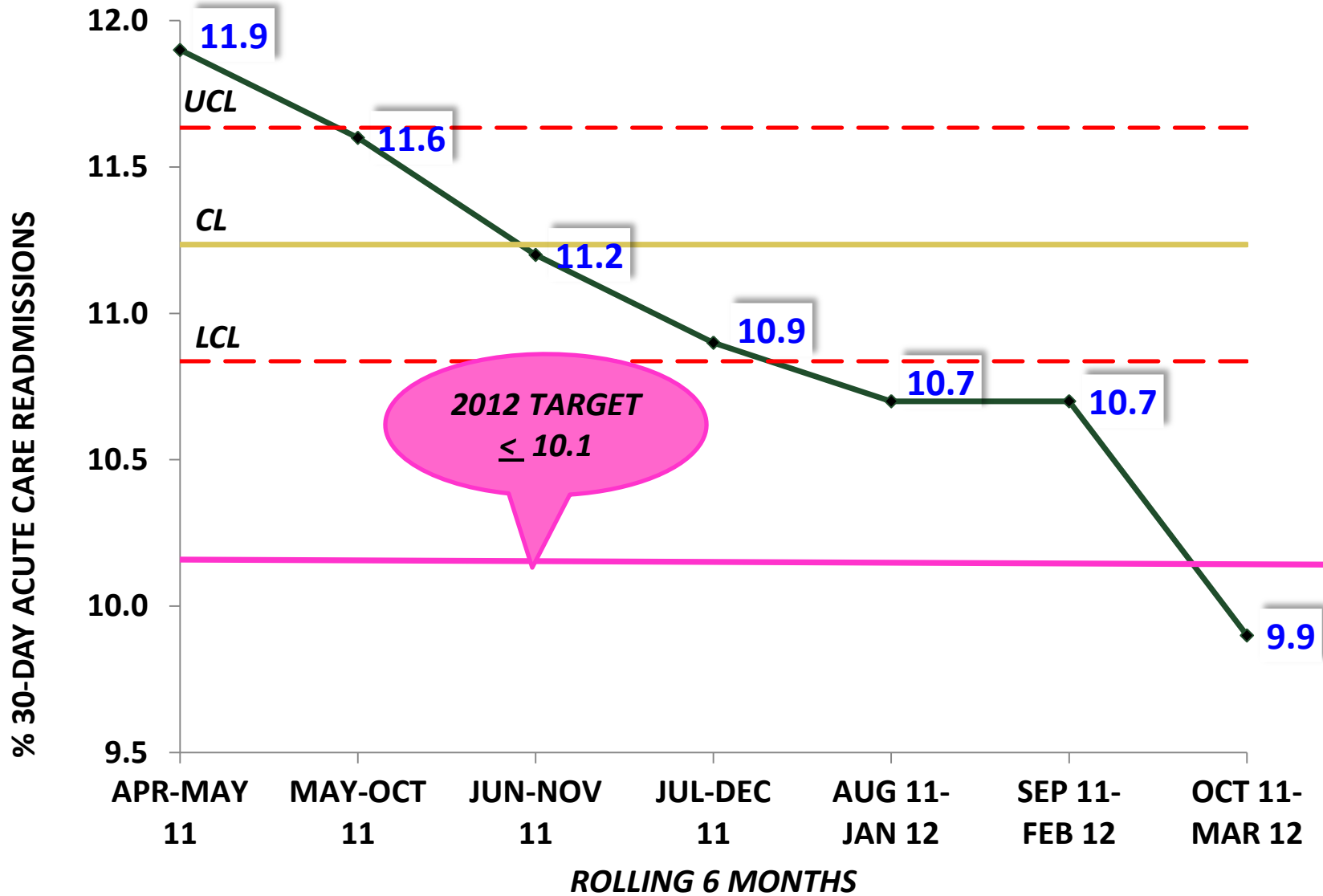


VAPs	2006	2007	2008	2009	2010	2011	2012
# of Infections	0	1	1	0	0	0	0
# of Vent Days	2758	3372	3171	3269	2077	3569	423

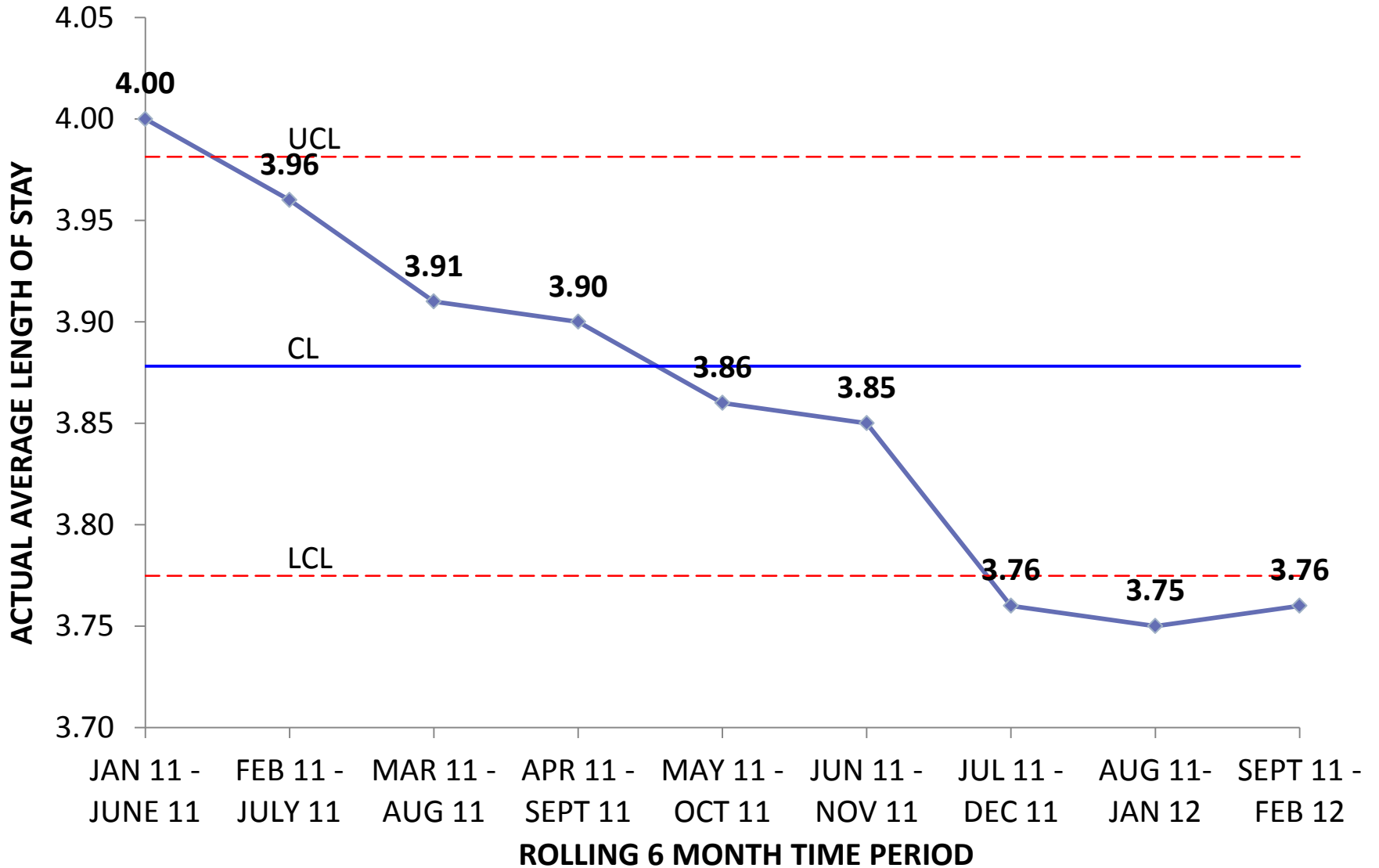
Source: NHSN & CDC

— NHSN Mean

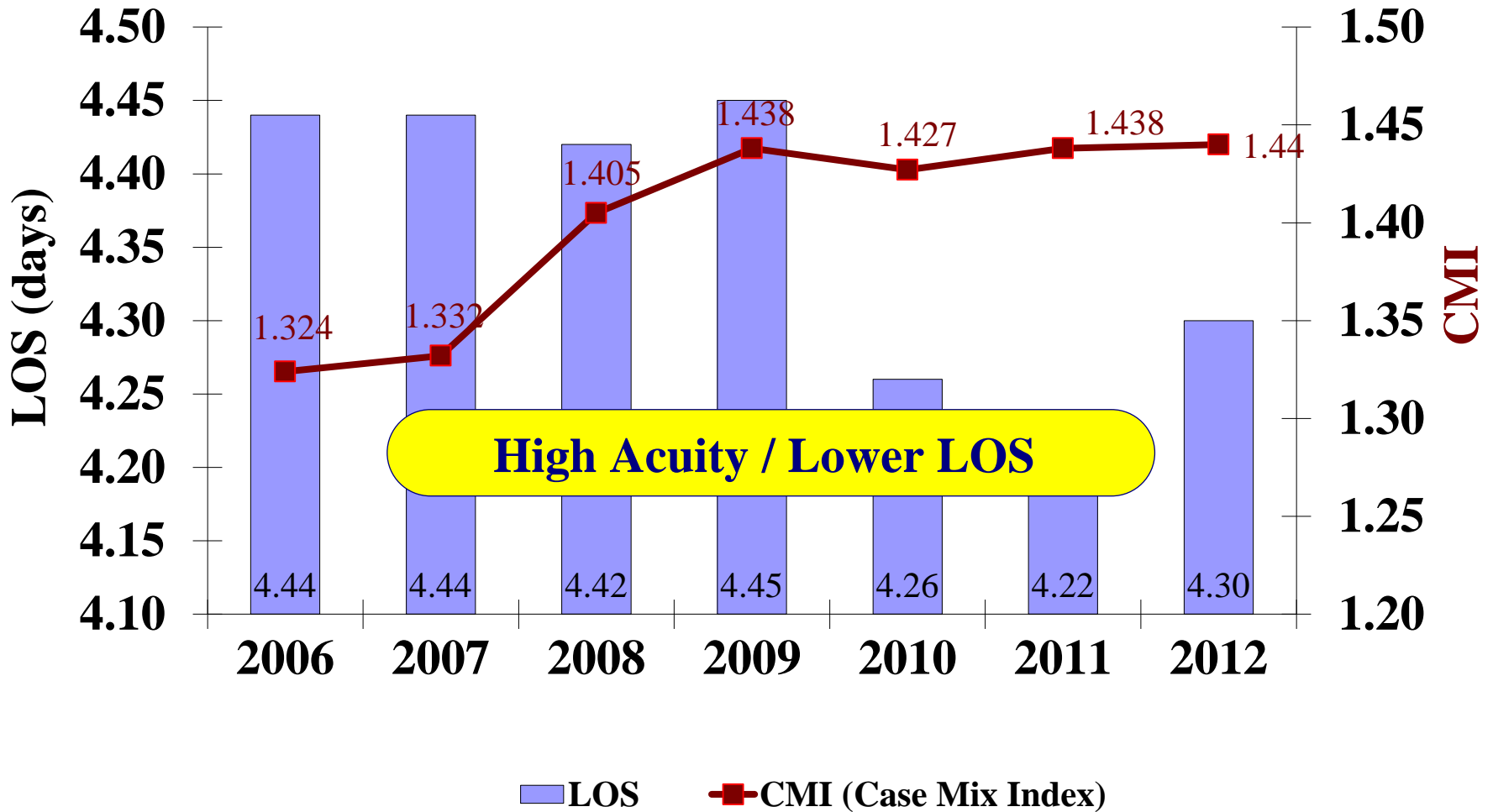
ACUTE CARE 30 DAY READMISSIONS RATE (Rolling 6-month time period)



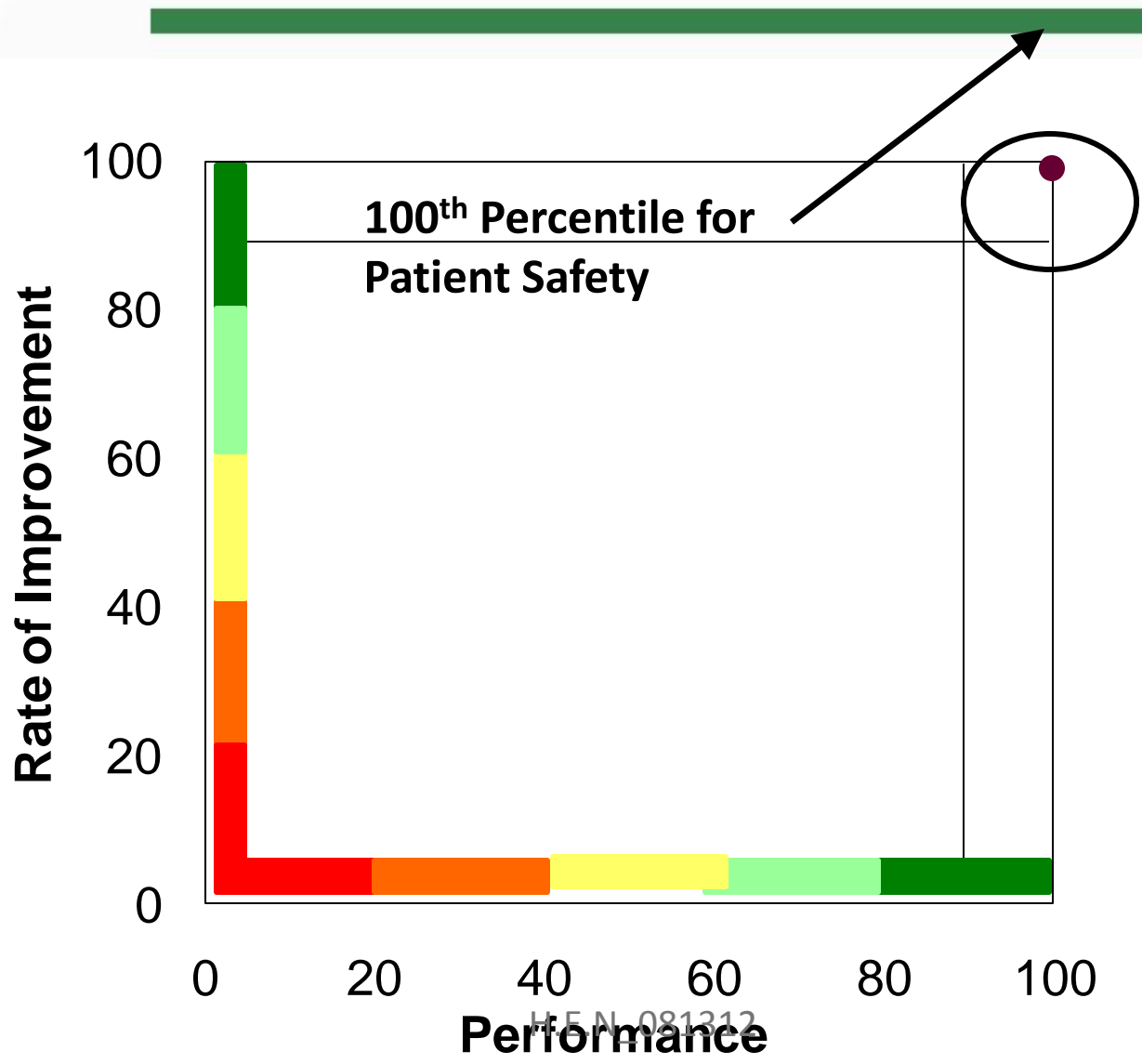
AVERAGE LENGTH OF STAY



Length of Stay (LOS) vs. CMI 2006-June 2012



Creating a Culture of Patient Safety



Source:
Thomson Reuters
2004-2008

H.F.N. 081312



Associate Engagement

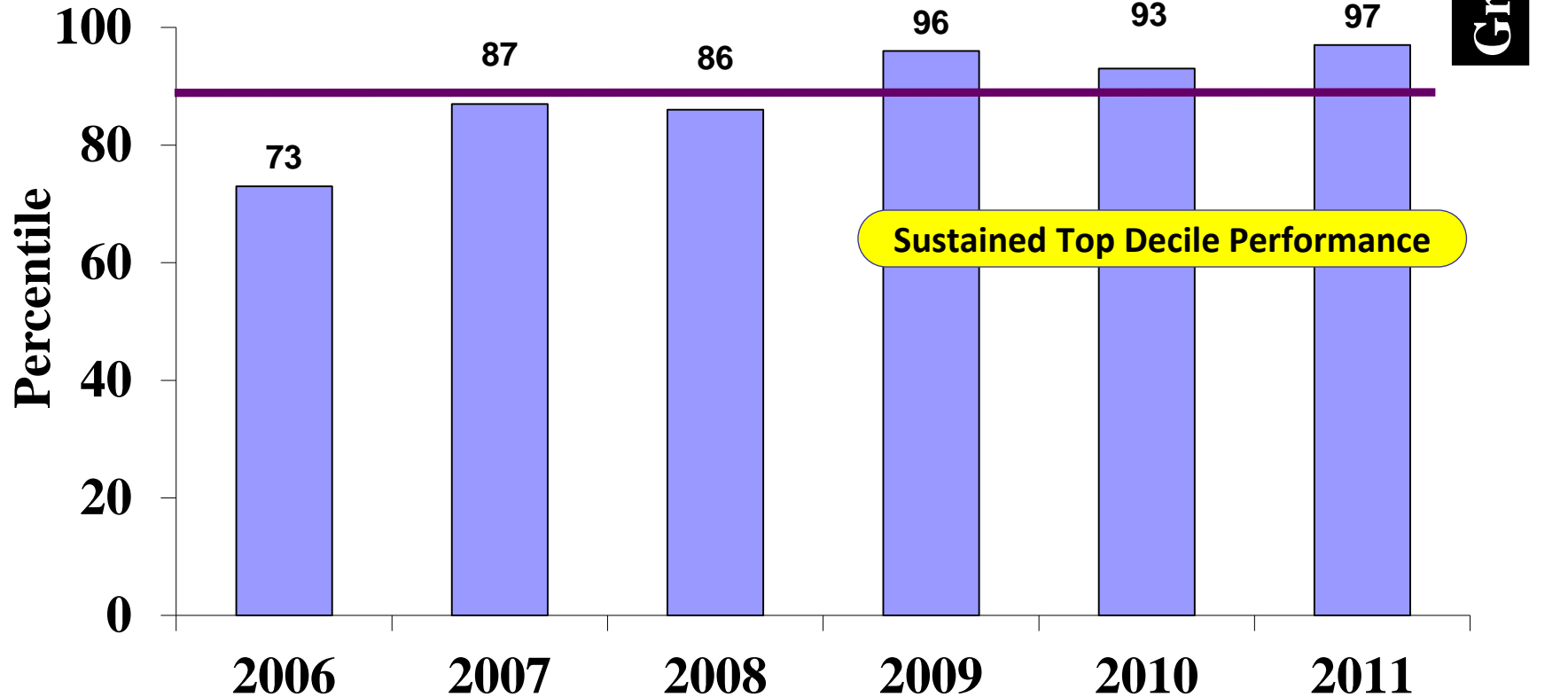
Patient Satisfaction

Physician Engagement

**Measuring Our Core Competency:
Building Loyal Relationships**

Building Loyal Relationships with Associates

Overall Associate Satisfaction



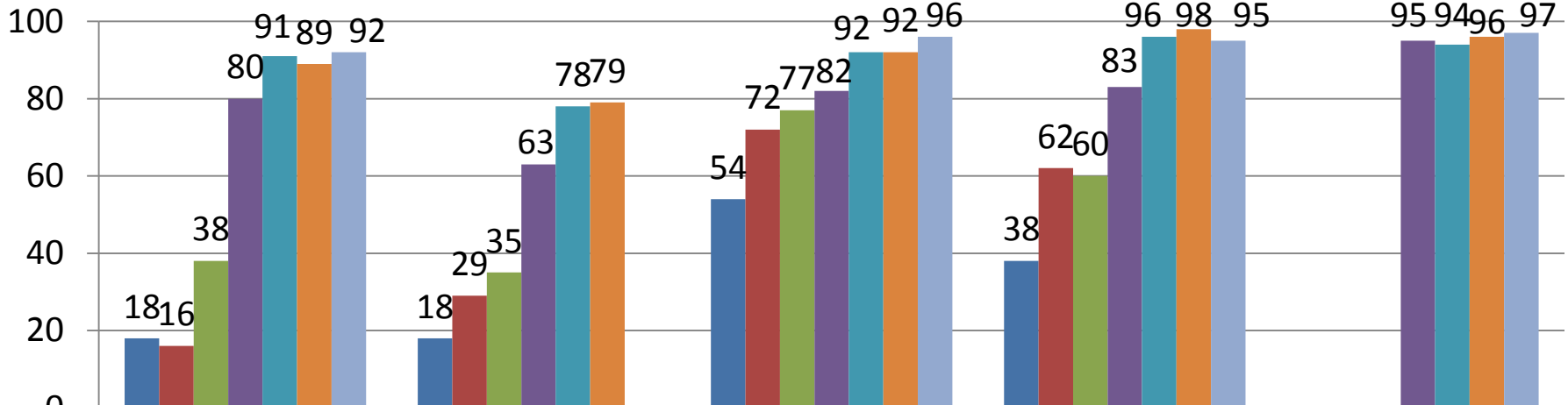
Source: Morehead

— Top Decile



Transforming the Patient Experience: 2003 - 2012

Patient Satisfaction Results - Percentile (Press Ganey)

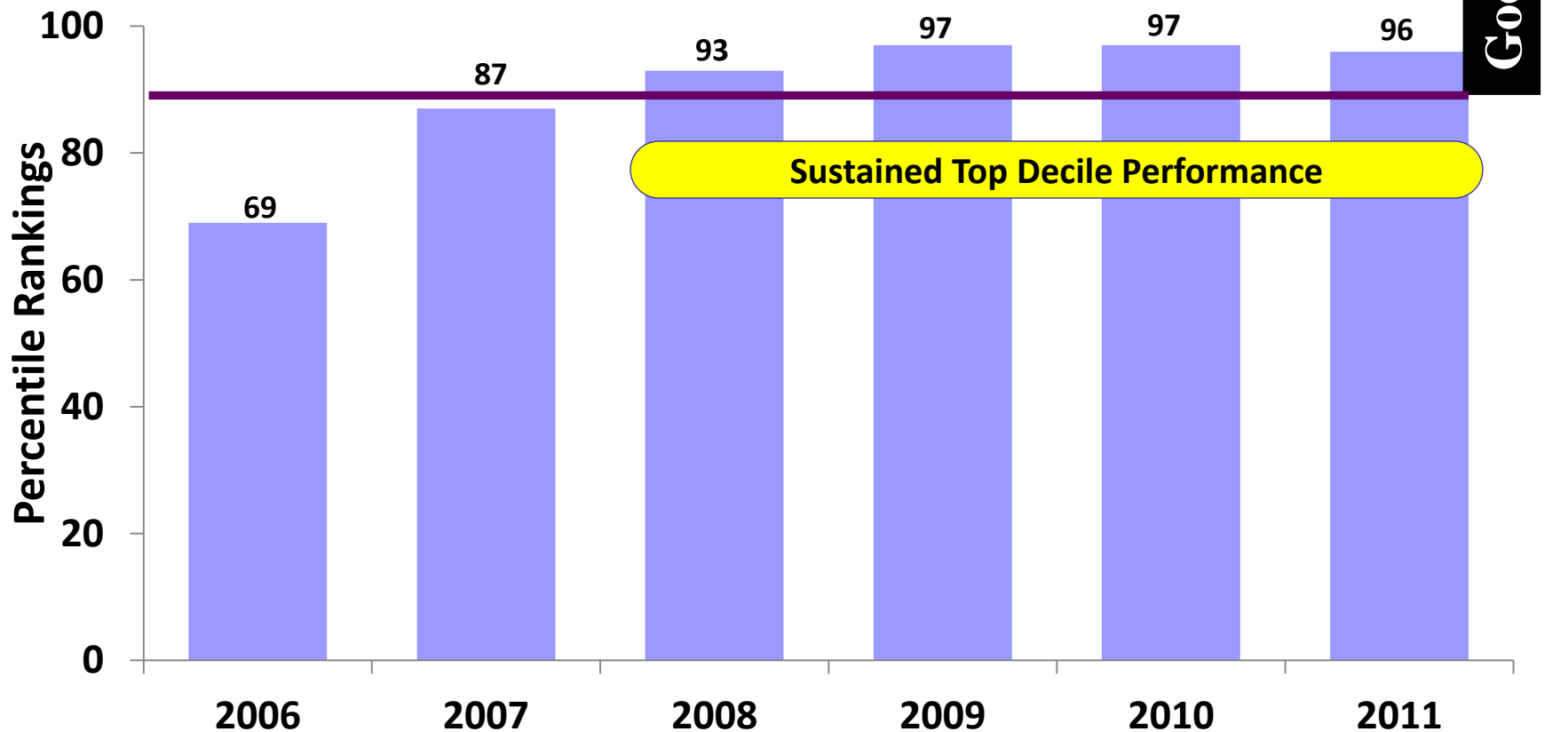


	Outpatient	Inpatient	Emergency	Amb Surg	Conv Care
2003	18	18	54	38	
2004	16	29	72	62	
2005	38	35	77	60	
2008	80	63	82	83	95
2009	91	78	92	96	94
2011	89	79	92	98	96
Jun-12	92		96	95	97



Building Loyal Relationships with Physicians

Physician Survey Results



Source: HealthStream

— Top Decile



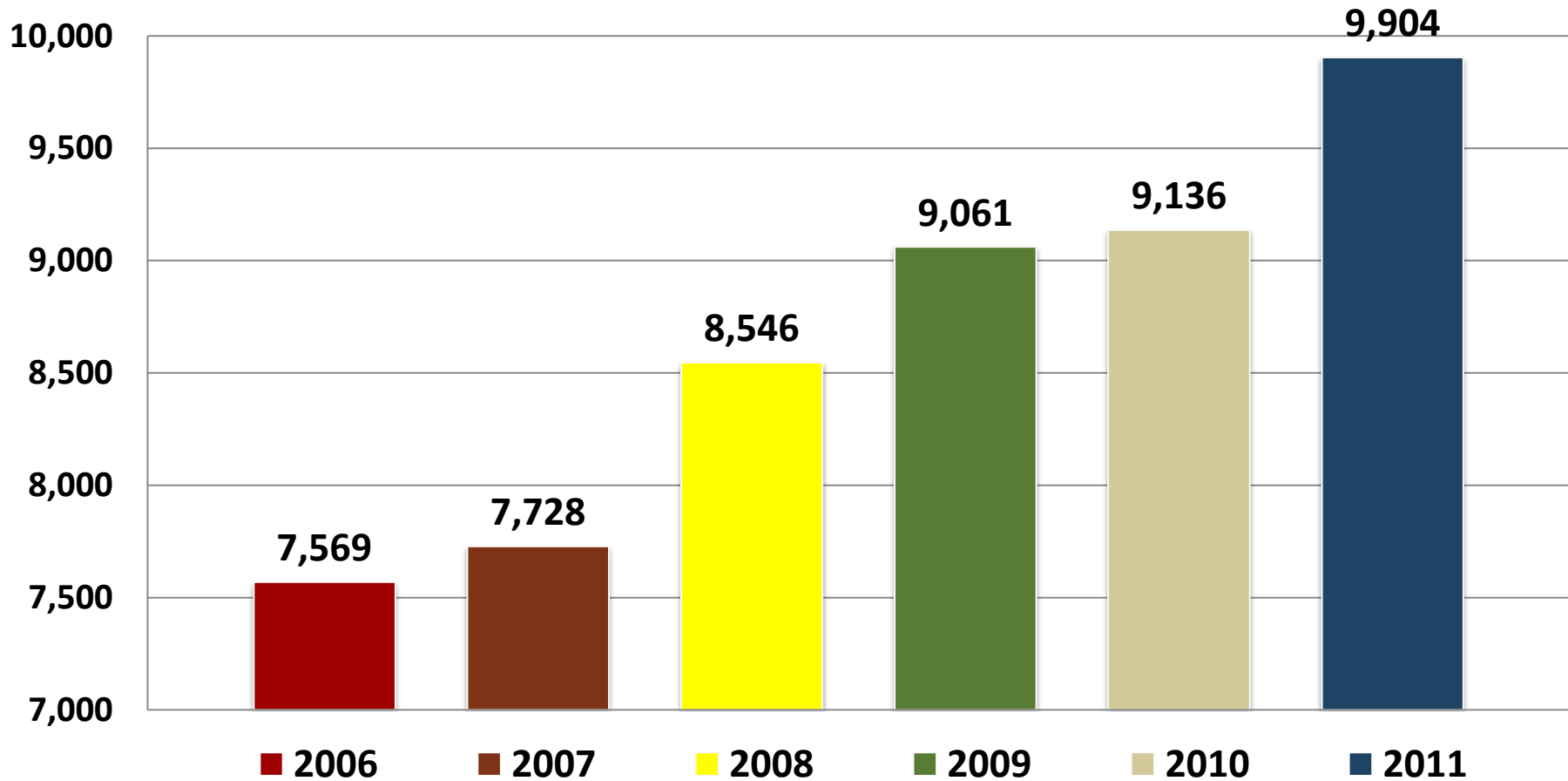
Growth

Funding Our Future



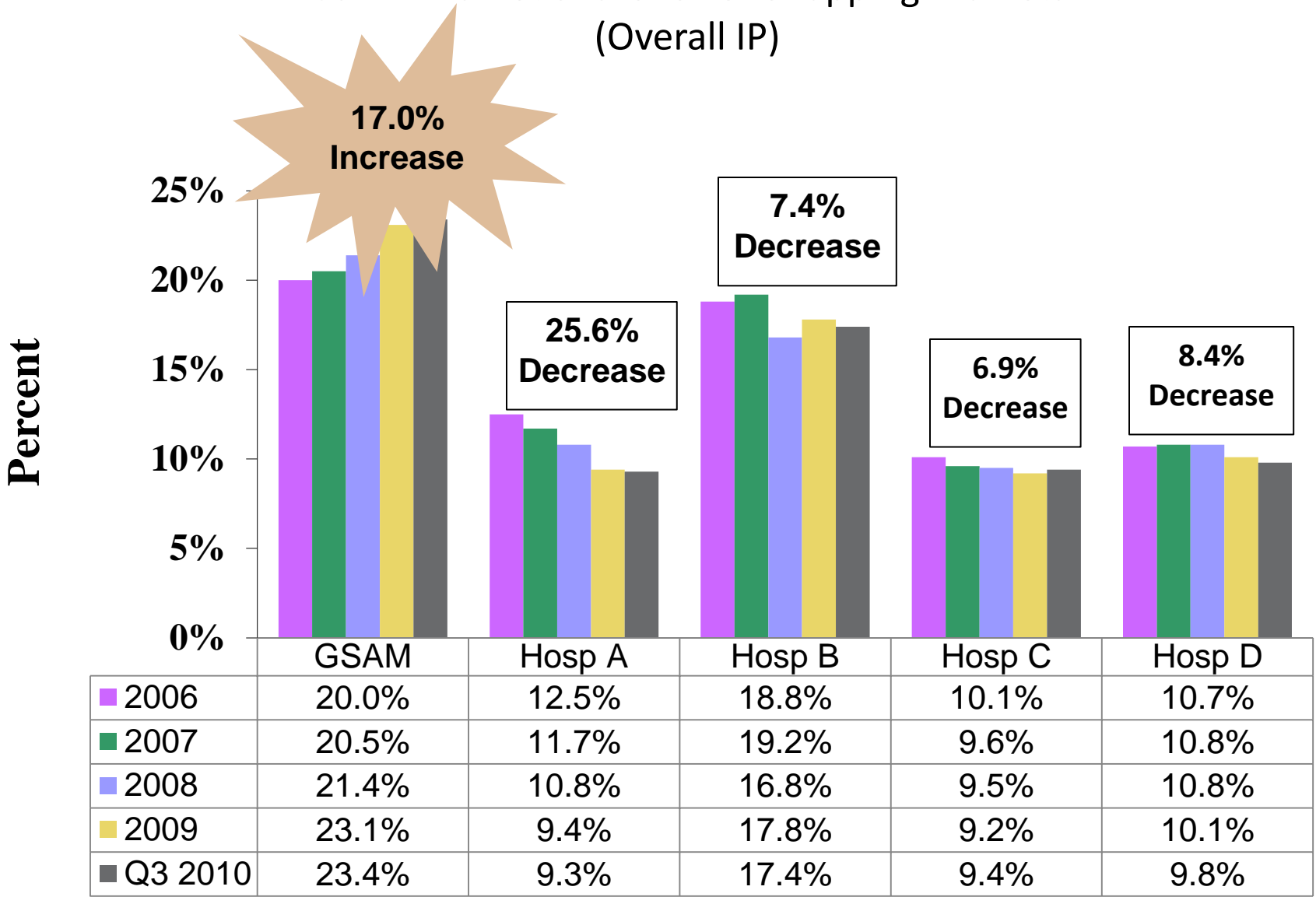
Building Loyal Relationships

Surgery Volume Up 31% 2006 - 2011

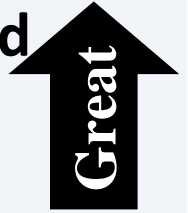


Results of Sustained Performance Excellence

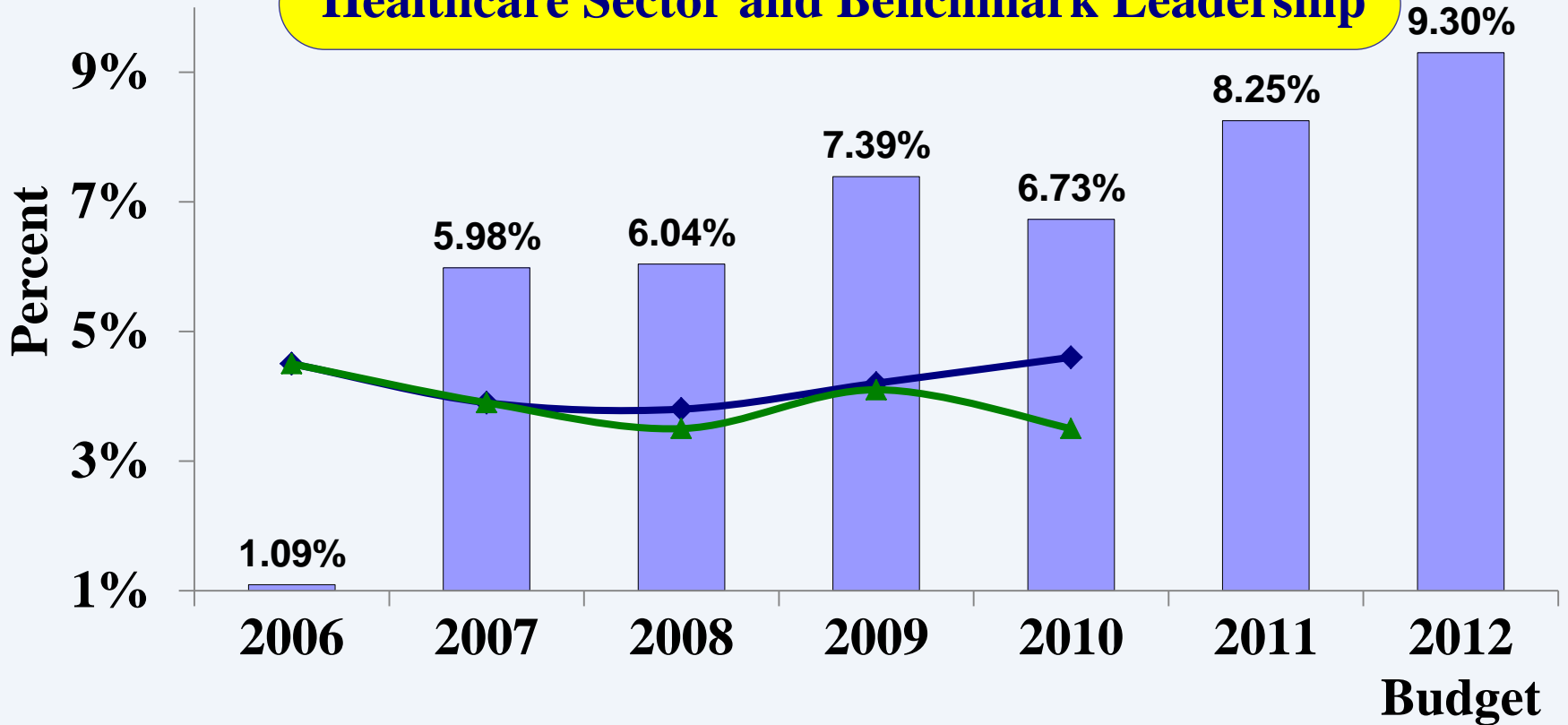
GSAM Market Share for Overlapping Markets
(Overall IP)



Operating Profit Margin vs. Benchmark "AA" Rated Hospitals



Healthcare Sector and Benchmark Leadership



◆ S&P AA/AA+ Ratings ▲ Moody AA Ratings



Additional External Validation of Performance Excellence

- 2010 Lincoln Gold & Baldrige Quality Awards Recipient
- Top 50 Hospital for Cardiovascular Care by Thomson Reuters (2011)
- 100 Top Hospital for Overall Excellence by Thomson Reuters (2009, 2011, 2012)
- Midas+ Platinum Quality Award (2008, 2009, 2010, 2011, 2012)
- *Environmental Leadership Circle Award* from Practice Green Health (2012)
- Delta Group ranks GSAM #1 in Illinois and #4 in the USA for Overall Hospital Care 2010

FINAL OBSERVATION

*Creating and Sustaining
Performance Excellence
Depends Upon
A Conscious Choice
...& Discipline*



THE *CHOICE* TO *SUSTAIN* GREATNESS

“Greatness is not a function of circumstance. Greatness, it turns out, is largely a matter of conscious choice, and discipline.

We are not imprisoned by our circumstances. We are not imprisoned by the luck we get or the inherent unfairness of life. We are not imprisoned by crushing setbacks, self-inflicted mistakes or our past success.

We are free to choose, free to become great by choice.”

-- Jim Collins (from Great By Choice)



Even with the strategic success of G2G, we never forget the real purpose of our work....

JACK



Blessed.

May your holiday be decorated with the most precious of gifts & your New Year rich with love.

Happy Holidays from Joe, Nicole & Jack Stevens



Thank You

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Advocate Good Samaritan Hospital
Downers Grove, Illinois
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**American Hospital
Association**

H.E.N_081312

HRET

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