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Leadership Role In Improving Patient Care At Mount Carmel East

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Leadership Role In Improving Patient Care At Mount Carmel East Practicum Experience

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Introduction

Site Name

Mount Carmel East

Site Supervisor

Unhee Kim
MBA, RN, FACHE
President and Chief Operating Officer,
Mount Carmel East Hospital
6001 E Broad St, Columbus, OH 43213

Mission Statement

We serve together in the spirit of the Gospel as a compassionate and transforming healing presence within our communities.

Vision

As a mission-driven, innovative health organization, we will become a leader in improving the health of our communities and each person we serve. We will be the most trusted partner for life.

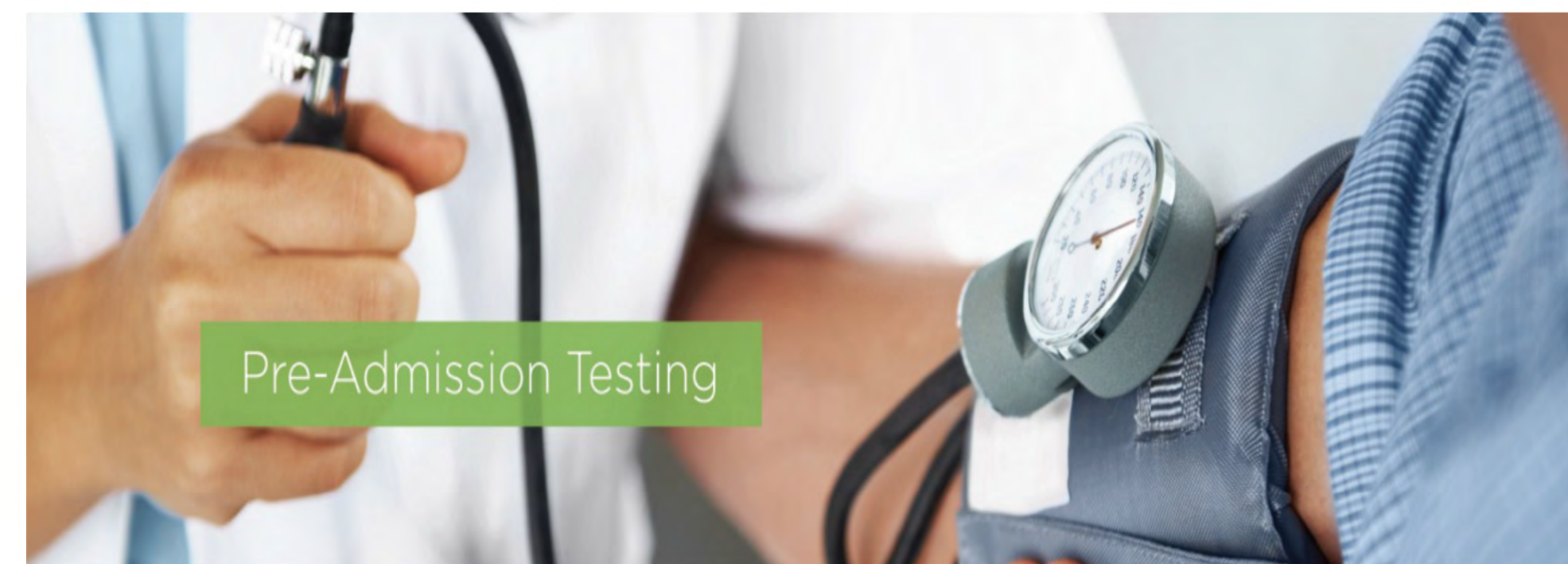
Goals

- Gain knowledge about administrator role in a clinical setting and understand the patient's concern from an administrator's perspective.
- Take up a project and work with the team to effectively complete all tasks timely.
- Gather knowledge about the healthcare system and document the effectiveness of servant leadership in a practical setting.
- Learn how to cater to diverse patients as well as staff and thereby build effective communication and operational skills.
- Acquire the requisite knowledge of professional standards, ethics, and legal issues of our current healthcare system.
- Understand better about the barriers of an organizational development and to learn how to overcome those barriers as a team.

Projects and Experiences

Pre-Admission Testing (PAT) Redesign

- A 'one-stop shop' type approach
- Optimize PAT for full utilization of resources
- Patient Education
 - Take-away pamphlets
 - Insurance coverage at registration
 - Pre and post surgery medication
 - Anesthesia options awareness
 - Pre and Post surgery care
- Reduce delays on the Day of Surgery (DOS)
- Build better communication between surgeons and RNs in PAT department
- Reduce readmissions



FY22 MCE Journey To 5 Star

- Improve patients experience during their stay
- Reduce hospital acquired infections (HAIs)
- Reduce readmissions
- Better hand-offs (RN to RN; Department to Department)
- Reduce serious safety events (SSEs)
- Reduce length of stay (LOS)



Colleague Retention

- Colleague engagement
 - Fun events
 - Recognition
 - Points for shopping
- Zero Harm – Colleague Safety
- Career improvement
 - Opportunities within the organization
 - Education
- Annual colleague survey

We are Mount Carmel. And together we change lives.



Activities

- Daily Huddles
- Executive meetings
- PAT redesigning
- EPIC training meetings
- Reviewing the daily discharge rate
- Gemba walks
- Tier-4 Meetings
- Colleague survey data review
- Investigation of SSEs

Goals Achieved

- Working with Patient Experience Officer and understanding the survey data utilization to improve patient care helped me learn the administrator's role in patient care.
- Involved in the PAT redesign project
 - Attended weekly team meetings.
 - Worked with RN to assess the average time for a patient in PAT.
- Working with Unhee Kim (President of MCE) helped me learn the importance of servant leadership in building a strong team and trust.
- Being part of the EPIC transition helped me understand the leadership role in navigating the staff through the change.
- Working with the HR provided me the knowledge about colleague retention.