

PERFORMANCE EXCELLENCE 2020



Main Line Health®

Week of September 4, 2017 – P is for Patient-Centered

The STEEP Huddle

Get in Gear for Excellent Performance

OPENING SAFETY STORY OR VALUE STORY

(A Safety Story encompasses mitigating risk in any area of the organization. A Value Story demonstrates the delivery of a high quality, cost effective experience to our patients, vendor partners, and community.)

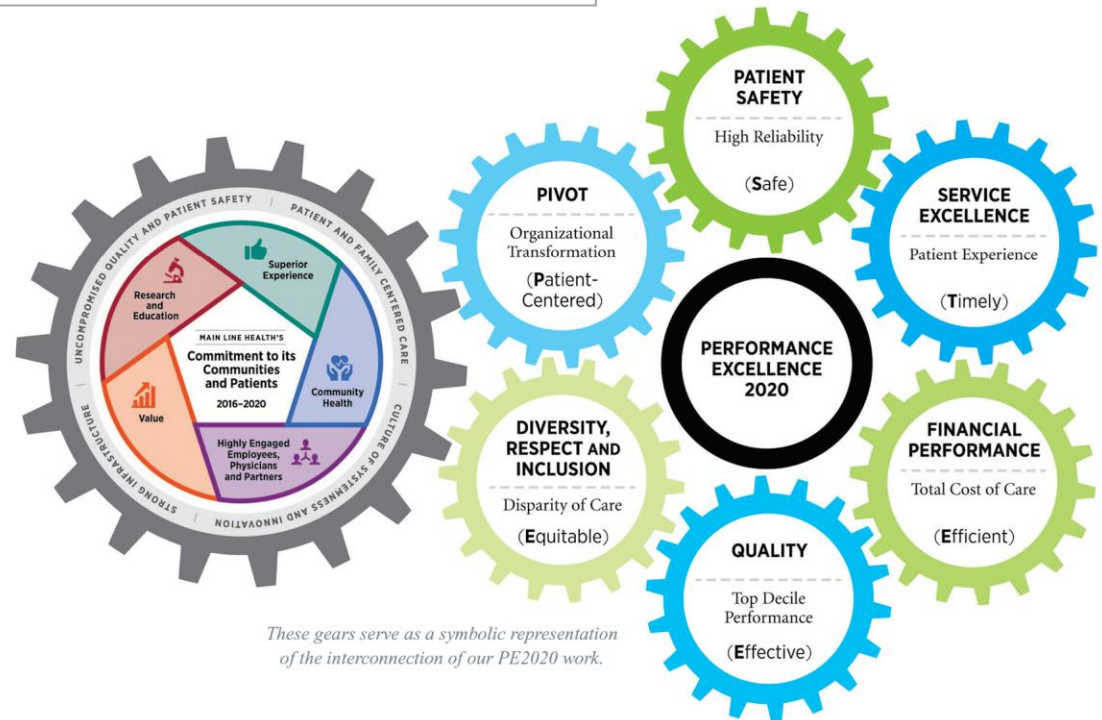
A LOOK AT THE BIG PICTURE—TODAY'S TOPIC:

Practical Applications of PIVOT, powered by Epic —Contributed by Karen Kofalt, PIVOT Project Director

Why it is important: PIVOT, powered by Epic, will provide the opportunity to deliver an enhanced patient-centered experience throughout the System and within the community.

How it fits with Performance Excellence: Many other institutions with Epic have realized positive impacts related to patient-centered care in their day-to-day practice like using [visit agendas](#) to improve the effectiveness of patient-provider interactions and [reducing ED visit time](#) by using Care Everywhere.

How everyone can be involved: Visit the [Epic website](#) to read more case studies related to improving patient-centered care and clinical collaboration.



These gears serve as a symbolic representation of the interconnection of our PE2020 work.

(The PE 2020 “gears” graphic is built on the National Academy of Medicine’s STEEP principles for health care.)

UNIT UPDATE

- Status report on Unit/Department operations; situational awareness. Unit topic(s) of the day—training or re-training, other unit messaging/items to reinforce.

Insert unit/department specific text here

Safe – Timely – Efficient – Effective – Equitable – Patient-Centered