

# PERFORMANCE EXCELLENCE 2020

Week of March 12, 2018 – E for Efficient

## 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.)*

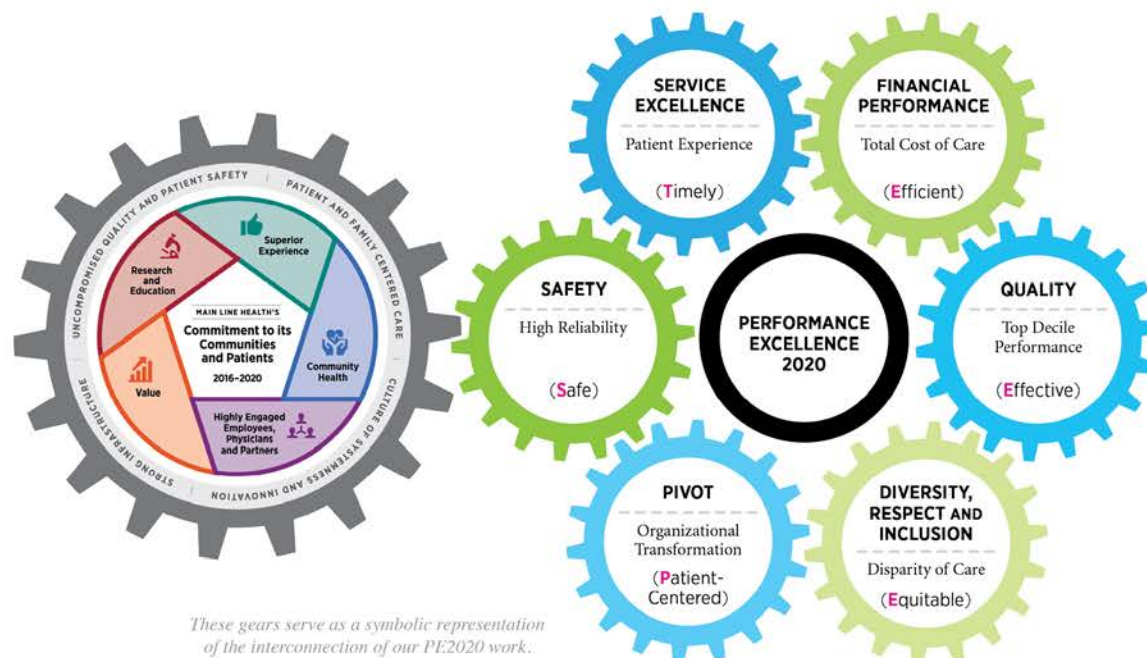
### A LOOK AT THE BIG PICTURE—TODAY'S TOPIC:

**EPIC Launch: Getting your questions answered** — contributed by Aran McFarland, manager, IT Second Level Customer Service

**Why it's important:** With the recent launch of the Epic electronic health record system, it is important that all Main Line Health employees and staff have an efficient way to have questions and concerns responded to in a streamlined manner. PIVOT's Intake & Triage Center is manned by 31 staff members who can triage your questions and concerns.

**How it fits in with Performance Excellence:** Epic will make our organization stronger, more efficient and sustainable.

**How everyone can be involved:** To reach the Epic Intake & Triage Center, call 484.596.EPIC for immediate assistance, otherwise you can submit a request online through IT Service Portal at [mlhs.service-now.com](http://mlhs.service-now.com) or by clicking the MLHS HelpDesk icon on your desktop. In order to help the team assist you as quickly and thoroughly as possible, it is critical that you provide as much detail about your issue. For more information on PIVOT, go to [pivot.mainlinehealth.org](http://pivot.mainlinehealth.org).



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

*(The PE2020 "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.

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