

PERFORMANCE EXCELLENCE 2020



Main Line Health®

Week of January 7, 2019 – E for Effective

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.)

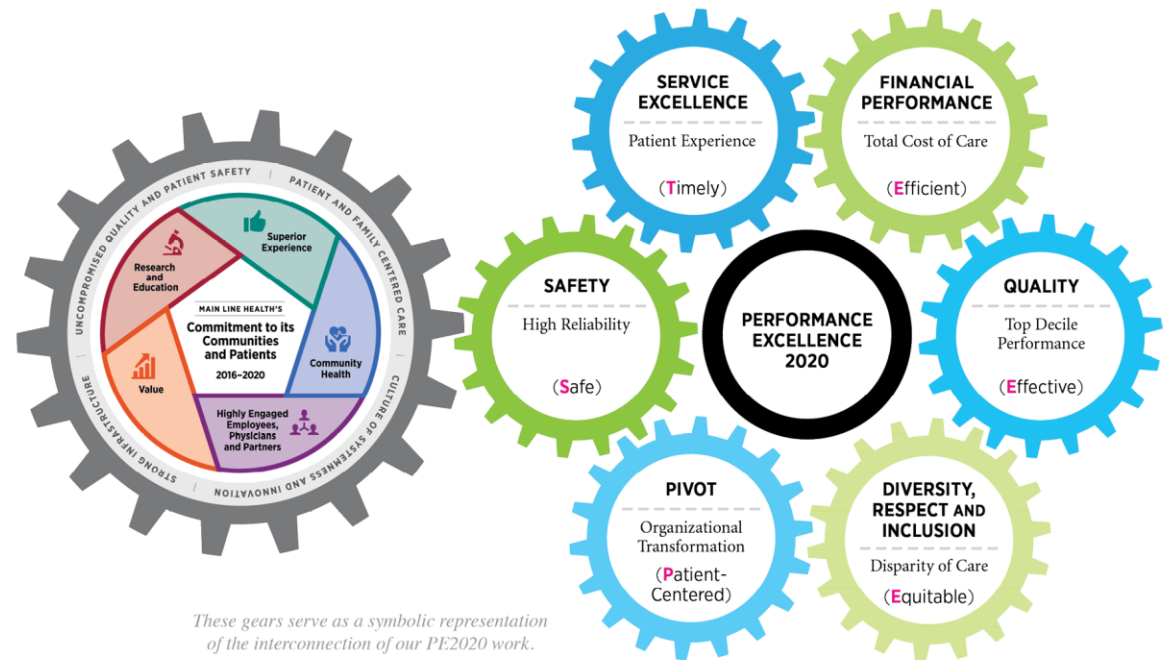
A LOOK AT THE BIG PICTURE—TODAY'S TOPIC:

Employee Survey results show decrease in engagement - contributed by Paul Yakulis, SVP, Human Resources

Why is it important: Over 67% of MLH employees took our annual employee engagement survey and provided valuable feedback. The overall results showed a decline in engagement from last year, dropping MLH from the 53rd percentile in 2017 to the 44th percentile in 2018.

How it fits with Performance Excellence 2020: Open and honest communication is not only one of our core values, but critical to ensuring we continue to make positive changes to create a superior work environment and patient experience. Over the next few weeks, survey results are being shared at Leadership Assemblies, and specific results for each department will be made available to department managers.

How everyone can be involved. Everyone can play a role in increasing engagement. Managers must share their department's results and encourage employees to engage in open and honest communication. These discussions should result in specific action plans to improve the department's effectiveness, followed by periodic updates and progress notes.



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.

Enter unit/dept. specific updates here

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