

PERFORMANCE EXCELLENCE 2020



Main Line Health®

Week of May 13, 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.)

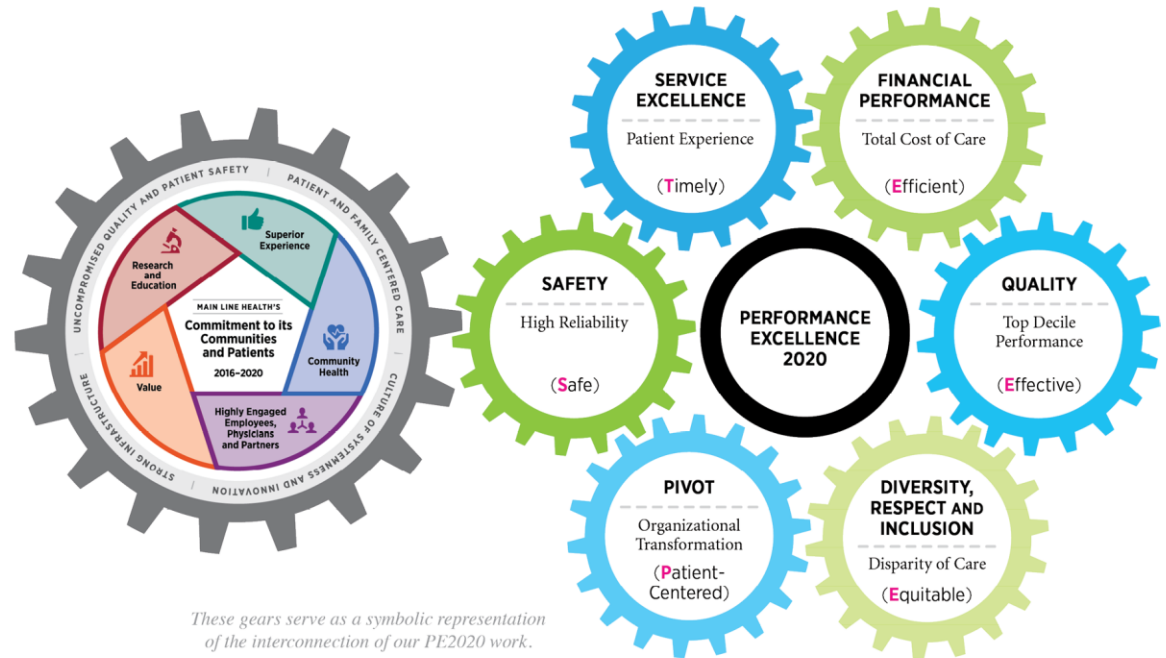
A LOOK AT THE BIG PICTURE—TODAY'S TOPIC:

MyChart - contributed by Barbara Wadsworth, DNP, RN, chief nursing officer, MLH

Why is it important: MyChart is a patient portal that makes it easy for patients to access and manage their health information from any device. With MyChart you can view lab results, receive appt. reminders, request refills, message your care team, pay bills and more. Our staff are our best advocates; using MyChart yourself can help you be more effective in sharing its benefits with patients.

How it fits with Performance Excellence 2020: MyChart allows patients to be proactive with their health care, resulting in a better patient experience overall. In addition, self-service may reduce the number of calls to central scheduling and practices.

How everyone can be involved: If you've been a patient at a Main Line Health facility or a Main Line HealthCare practice and received an activation code, make sure you've completed the set-up process and can access your MyChart account. If you haven't received an activation code, go to my.mainlinehealth.org and request an account. Download the MyChart app for iOS and Android devices to make it easy to access your information anywhere! [Watch the tutorial](#) for more information.



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