

PERFORMANCE EXCELLENCE 2020



Main Line Health®

Week of June 24, 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.)

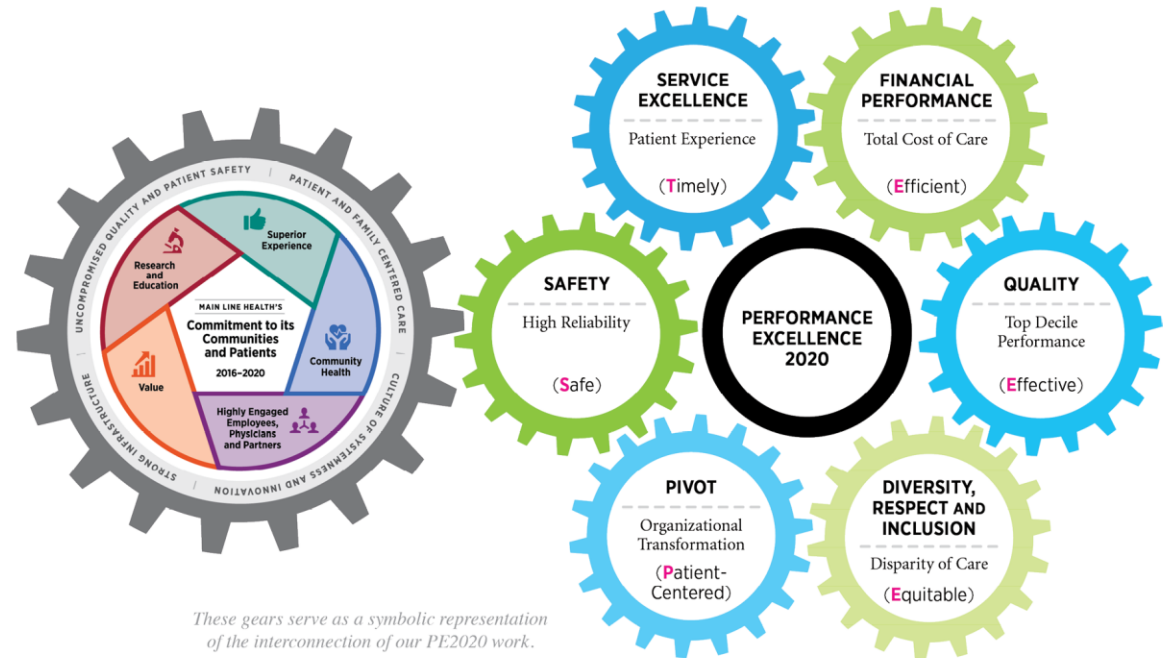
A LOOK AT THE BIG PICTURE—TODAY'S TOPIC:

MLH To Go - Contributed by Stephanie Sobala, manager, Internal Communications

Why it is important: Main Line Health employees and medical staff are located across many sites, so we often rely on email to stay connected and share news or important updates. However, many of us may not have regular access to email or a computer or we may find it challenging to sort through the hundreds of emails that flow into our inboxes every day. MLH To Go offers a more effective platform to share news and updates as well as provide a better opportunity for staff to directly engage with each other and leadership.

How it fits with PE2020: Continually looking for ways to improve our internal lines of communication ensures we are effectively engaging with employees and medical staff. Transitioning to MLH To Go as a primary communication channel and integrating it into the redesigned intranet (coming later this year) allows employees and medical staff to continue getting the news they need in a more personalized way.

How everyone can be involved: Access the web version and register using your MLH email and network password [here](#). To access MLH To Go on your mobile device, search for it in the App Store or Play Store or text "MLH" to 43506 to receive a download link and register directly in the app.



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.

Insert unit/dept updates here.

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