

2007 Pillars

Patient Satisfaction

- ★ Improve patient and family care and customer service

Employee Satisfaction

- ★ Enhance communication, ownership and recognition

Quality and Safety

- ★ Reduce adverse events
- ★ Reduce job-related lost work days
- ★ Reduce mortality
- ★ Improve patient flow
- ★ Improve evidence based care

Medical Staff

- ★ Create mutually respectful professional relationships

Financial/Market Share

- ★ Achieve budget
- ★ Improve patient access

Personal Goals...I will:

- ★ Use the Four Steps of Excellent Service to provide the best health care to every patient, every day
 - ★ Ensure a quiet environment for my patients
 - ★ Participate in my department's patient satisfaction project by
-
- ★ Share my ideas for making CAMC the best place to work
 - ★ Identify patients at risk for falls, DVT or sepsis
 - ★ Correct the med or armband to not override MAK
 - ★ Get a flu shot unless contraindicated
 - ★ Adhere to glycemic guidelines, SCIP protocols and CMS order sets
 - ★ Create mutually respectful professional relationships with our medical staff
 - ★ Increase discharges before noon by
-

Four Steps of Excellent Service:

1. Acknowledge the person
2. Clarify the situation or need
3. Meet or exceed the need
4. Confirm satisfaction

I am the
Heart
& Soul
of CAMC

I contribute my talents to the CAMC team for the greater good of our entire community.



**Charleston Area
Medical Center**

The heart and soul of health care

Our Mission

Striving to provide the best health care to every patient, every day.

I play an important role in meeting our mission.

Our Vision is to reach the peak by being the:

- ★ Best place to receive patient-centered care
- ★ Best place to work
- ★ Best place to practice medicine
- ★ Best place to learn
- ★ Best place to refer patients

Every day, I practice our Core Values, which are:

- ★ Quality
- ★ Service with compassion
- ★ Respect
- ★ Integrity
- ★ Stewardship
- ★ Safety

I provide excellent patient, family and employee satisfaction because:

- ★ I care about my patients, families and fellow workers
- ★ I practice the Core Values
- ★ I provide excellent service every day