



the center for clinical excellence

good help™ begins with you

The Center for Clinical Excellence is the organizational framework for Clinical Transformation. It brings together clinical leaders across Bon Secours Health System who facilitate and guide the direction of the entire care experience to achieve our collective vision of Clinical Transformation.

what is the Center ?

The Center for Clinical Excellence sets strategy and direction for practice and care through Clinical Transformation. At the core of our work as health care providers, Clinical Transformation aligns and leverages the right resources, across the entire care continuum to deliver extraordinary patient and resident care experiences with the best possible outcomes. The Center for Clinical Excellence makes this possible by providing structure, resources and frameworks for action.

The Center organizes and integrates work to develop and drive outcomes in three key areas:

- o **Institute for Nursing Practice** - to build and empower a professional nursing workforce

that promotes stronger collaborative interdisciplinary practice and leads effective care teams to achieve improved outcomes.

- o **Institute for Patient/Resident Safety** - to establish Bon Secours as a highly reliable organization that delivers best practices in patient and employee safety.
- o **Institute for Clinical Informatics and Evidence-Based Practice** - to unleash the power of ConnectCare by converting data into actionable clinical knowledge to transform care.

The Center will focus on the following five areas:

- o **Practice Excellence** — Creating new models of interdisciplinary team care, including system-wide achievement of Magnet Recognition®.
- o **Care Delivery Redesign** —Creating highly reliable, relationship-based care that crosses all aspects of the patient or resident experience, within and outside of the facility experience.
- o **A Culture of Safety** — Developing tools and processes to achieve our strategic goal of zero preventable deaths.

- o **Clinical Education & Leadership Development** - Ensuring that leaders and care providers have the skills and knowledge to create and use innovative, evidence-based care solutions.
- o **Leveraging Technology** — Optimizing technology, including Bon Secours ConnectCare, to enable safer, more effective, care across the entire care continuum.

We will establish standards and processes for exemplary professional practice by clearly defining roles and performance expectations in a system-wide, relationship-based model of care delivery. At the core of this model are healthy relationships among our patients and residents, interdisciplinary team members, and colleagues in other settings who also provide care.





anticipated outcomes

The Center for Clinical Excellence is committed to achieving the following:

- o strong provider engagement and exemplary professional practices that will drive extraordinary outcomes.
- o inclusion of the family, the community, and our colleagues in other care facilities. We will partner with others to coordinate and guide care to ensure the best possible outcomes

The success of Clinical Transformation is dependent on our ability to execute our strategies and achieve optimal quality outcomes for all key stakeholders, in all of our communities. Together, we will achieve high quality, efficient, and effective care for all.

create new knowledge

We will create new knowledge across the continuum of care to achieve optimal outcomes with every person, every time. We will establish a research agenda that focuses on interdisciplinary knowledge to improve patient outcomes and add to the established knowledge base. We will improve outcomes across the continuum and build an organization that will be a leader and innovator in health care in the United States.

center's efforts

The Center's efforts will focus on building reliability and creating a relationship-centered

approach for care that will further establish our position as a provider of choice. Specifically, we will develop and execute a strategic plan that will:

- o Use Magnet Recognition® standards as a common framework, to deliver optimal outcomes.
- o Drive excellence in interdisciplinary practice and build nursing as a core competency.
- o Build an infrastructure and care delivery processes that support excellence in care and professional practice.
- o Build an environment of highly engaged employees and physicians focused on continuous innovation that improves care and experiences across the care continuum.
- o Improve the reliability of care by using electronic medical records. We will analyze data across Bon Secours to evaluate our performance and drive improvements across the continuum of care.
- o Create a culture of learning and innovation.
- o Develop new opportunities for learning, and obtaining new knowledge.
- o Create opportunities to enhance relationships across all dimensions of Bon Secours, resulting in a one-of-a-kind experience that creates unmatched loyalty to Bon Secours.

- o Introduce new patient or resident safety training methods starting with OB, that will include simulation and classroom experiences.
- o Emphasize our relationship with our patients and residents, by establishing a personal, caring connection before, during and after care.

We have always been committed to exceptional service, and through Clinical Transformation and the Center for Clinical Excellence, patients and residents can expect future experiences with us to be even more engaging, personally focused, and comprehensive.

