

From: [St. Joseph's Health News](#)
To: [St. Joseph's Health News](#)
Subject: A Special DNV Survey Message from President and CEO Les Luke
Date: Thursday, August 19, 2021 4:28:41 PM



Dear St. Joseph's Health Colleagues,

As you know, the DNV (Det Norske Veritas) recently completed our DNV NIAHO® (National Integrated Accreditation for Healthcare Organizations) and ISO (International Organization for Standardization) reaccreditation surveys. When the three-day process concluded, I found myself pondering if St. Marianne Cope and I would agree on what distinguishes St. Joseph's Health from countless others. Without question, it's the people. As a team, you ARE the backbone of our ministry.

As the six surveyors shared their findings, four noteworthy themes with an abundance of supporting evidence surfaced; culture, resilience, quality and legacy. While your manager will be sharing highlights from each core area with you, I want to touch upon the following:

Culture

The surveyors were unanimously impressed by St. Joseph's Health. All expressed sincere gratitude for the openness, transparency and hospitality they experienced, stating it was immediately palpable. They sensed strong teamwork, and a culture unlike anything they have seen across the country. This observation was offered by the surveyors without a prompt from leadership.

Resilience

Arguably, at no other time in modern history has resilience played a more important role than it has during the past 18 months. You have all given so much of yourselves in the spirit of serving the greater good regardless of the challenging conditions. Organizationally, we have learned many lessons from COVID-19 while simultaneously keeping patient-centered care at the forefront.

Quality

The survey included close inspection of our quality management system built to demonstrate how we document, implement, maintain, and continually improve all processes throughout the system from patient care procedures, to operational processes, to the way each department does its daily work. The DNV visited departments on the main campus and satellite locations, reviewed medical records and spoke with colleagues among many other investigation-related actions. During that time, they closed out all non-conformities from the last visit. It was also evident opportunities for improvement are welcome as our ministry is committed to excellence.

Legacy

Our legacy impacts our culture, community, patients and colleagues, and reputation. Part of our legacy starts with safety being our true north to deliver the highest level of care to every patient every day. It helps define our culture and distinguishes us from other institutions.

When I find myself walking through the halls, I am always uplifted by my surroundings, most notably by all of you. Your collective contributions are directly responsible for not just a successful reaccreditation survey but for what you give to the community, each other and those who walk through our doors every day. You have kept our mission, values and the

Common Good at the epicenter of all you do and without question YOU are what sets St. Joseph's Health in a league of its own.

With the utmost gratitude,

A handwritten signature in black ink, reading "Leslie Paul Luke". The signature is fluid and cursive, with the first name "Leslie" being the most prominent.

Leslie Paul Luke

President and CEO
St. Joseph's Health