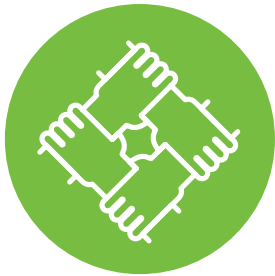




2021 DNV Reaccreditation Survey Highlights

The colleagues of St. Joseph's Health are the backbone of our ministry and responsible for distinguishing us from countless others. Your collective contributions are directly responsible for not just a successful DNV NIAHO reaccreditation and ISO reaccreditation surveys but for what you give to the community, each other and all 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 Saint Marianne Cope would be proud.

As the six DNV (Det Norske Veritas) surveyors shared their findings and observations, the four noteworthy themes appearing below were supported by an abundance of supporting evidence. Please review the following highlights and be proud of your tremendous accomplishments.



Culture

Surveyors were unanimously impressed by St. Joseph's Health, expressing sincere gratitude for being so open, transparent and hospitable, stating that it is immediately palpable upon entry. They were given a pulse of the ministry, sensed strong teamwork, and a culture unlike anything they have seen across the country.

Highlights noted by the surveyors include:

- The East Syracuse Link behavioral health clinic for exceptional staff communication, discharge A3 and culture of teamwork
- Organ and Donor Recovery Program for care provided to sensitive population, community connection, education and work to improve timeliness of referrals
- Volunteer Office for handmade birthday cards for volunteers and red, white, and blue afghans knitted for veteran patients
- Ministry's culture and how it is demonstrated by longevity of the staff
- Community outreach and support of behavioral health population
- Support and special gestures given to patients on 2-5 COVID-19 unit in creation of a Memory Care unit



Resilience

Arguably, at no other time in modern history has resilience played a more important role than it has during the past 18 months. We have seen a willingness of colleagues to sacrifice themselves in the spirit of serving the greater good regardless of the harsh the conditions. We have learned and gained a great many lessons from COVID-19 while keeping patient-centered care at the forefront.

Highlights noted by the surveyors include:

- NESO for patient satisfaction scores, commitment to patients and staff during a season of transition and change, and excellent chart documentation
- Staff recognition efforts, including but not limited to kudos cards, We Do Care pins, Nursing, Hospital and Sister Patricia Ann awards, concert tickets, baseball tickets, 12 days of Christmas at Holy Grounds, Ice Cream Day
- Due to the volume of resilience efforts, it was suggested by the surveyors that we should "publish the softer work done around COVID" which helped to build the resiliency of staff and our organization



Quality

The DNV integrates international quality standards (ISO 9001) into its accreditation process. The survey includes 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 financial processes, to the way each department does its daily work. To gauge our performance, the DNV visited departments on both the main campus and satellite locations, reviewed medical records and spoke with colleagues among many other investigation-related actions. It was also evident to the surveyors that opportunities for improvement are welcome as the ministry is committed to excellence.

Highlights noted by the surveyors include:

- Respiratory Services for remarkable reduction of ventilator length of stays
- Physical Environment department for highly praised presentation, specifically noting focus on each PE and SR's, and a presentation of this caliber is rarely seen nationally
- Nutritional Services exemplifying excellence in team collaboration, cross-training as a department, and pulling together during strains of COVID-19 to meet patient's dietary needs
- PCC West for great staff interactions and exceptional customer care
- Pharmacy praised for excellence in physical environment space and processes, and impressed we value the importance of having an OR pharmacist
- Women's and Infants service line noted for being named to Newsweek's list of Best Maternity Care Hospitals 2020, one of two in the region
- CCM and Utilization Review for outstanding job discussing processes and new initiatives
- Radiology for excellent job during the inspection process, smart ID process and radiation procedures
- Laboratory Services noted for new blood product protocol implemented and resulting in reduce blood product waste, with Massive Infusion protocols
- CMC/HUB noted for using data analytics for staffing and bed management which is "totally ISO" and gives a central location to oversee the "pulse of the ministry"
- Facilities team noted for knowledge and maintenance of buildings
- No nonconformities identified with restraints, or restraint documentation
- Response to COVID-19
- All three 2020 nonconformities were closed out



Legacy

Our legacy impacts our culture, community, patients and colleagues as well as our 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.

Highlights noted by the surveyors include:

- CPEP program for exceptional staff and responsiveness to patients, commitment to community, and investment placed on physical environment
- PCC Main applauded for the exceptional community care provided, the Residency program and outstanding community grants for the positive impact on the community
- Outpatient PT/OT and outstanding care being provided to our outpatient population
- 84% of graduate nurses from our College of Nursing were hired into our workforce
- Our leadership's commitment to the organization as evidenced by coming in on weekends and after hour rounding, among many other actions