

MERCY HEALTH SYSTEM

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Bio unavailable at time of print.



Vidant Health is a system of care. It includes Vidant Medical Center, the region's only Level 1 trauma center, community hospitals, physician practices and partners who collaborate with us to enhance the quality of life for the people and communities we serve, touch and support. Vidant Health is affiliated with the Brody School of Medicine at East Carolina University and provides a continuum of care that addresses wellness, prevention and community health issues as well as acute care, post-acute care, home health and hospice.

DEPARTMENT BREAKDOWN

WHAT ARE YOUR KEY DEPARTMENTAL OBJECTIVES OVER THE NEXT 6 TO 12 MONTHS?

Acquire real-time patient feedback, across the continuum of care, with support infrastructure to respond in the moment and integrate with department level process improvement initiatives. Implement core behaviors, informed by our journey mapping and patient research, across the continuum along with the leadership practices (leader standard work) that will express, model and reinforce a sustained culture of service excellence.

HOW MANY PEOPLE REPORT TO YOU (BOTH DIRECTLY AND INDIRECTLY)?

I sit on our corporate senior operations committee and joint presidents team. Direct/matrix reports to me are ~ 75 people. Our function drives strategy and operational support for 40,000 coworkers across 4 primary states.

WHAT IS YOUR TOTAL BUDGET OVER THE NEXT 12 MONTHS PERIOD?

\$10 TO \$25 MILLION

TOTAL NO. OF BEDS

>2500 - 35 hospitals varying in size from 3 tertiary (>600 beds), many community (100-400 beds) and also critical access hospitals in rural areas.

PROJECT INSIGHTS

PROJECT OR INITIATIVE DESCRIPTION

Implementing a consumer centric operating model which includes many facets focused on improving access (real and virtual) to commercially insured patients and business to our healthcare services. Leveraging technology and process to streamline the ability to find and navigate our services, invite patients to be actively engaged in their care process, and partner with best in class retail and hospitality leaders to redesign the ways in which we care for our communities. Foundational to this is what was noted above - hardwiring core process behaviors with front line coworkers and leadership practices. We are looking for "systems of action" that prompt our coworkers to proactively engage our patients before issues arise, and to delight them by personalizing their experiences through the intelligence our CRM and other insight tools offer.

WHAT NON-BUDGETARY CHALLENGES DO YOU ANTICIPATE?

Culture.

WHAT 3RD PARTIES ARE YOU HOPING TO MEET WITH?

CUREATR, STITCH, PATIENTSAFE, TIGERTEXT, HEALTH GORILLA, HEALTHLOOP, DASH, BIVARUS, NARRATIVEDX, ANALYTICSMD, QVENTIS, CONNEXIENT, MONCIERGE, Endotronix, sentrian, caresync, apple, caremerge, Epic, Well, epharmix, healthloop, carewire, crosschx, careorbit, emmi

WHAT IS THE PROJECT TIMELINE?

2020

What technology/services are of strategic importance to you in the next 12 months?

Please indicate level of need/importance:

A=High Priority B=Priority C=Interest D=Low Priority E=Not A Priority

We realize everyone has priorities, so we asked the delegates theirs. This is so that we can create a more personalized experience for all our attendees.

Real-Time Data, Gamification, And Recognition: Bridging The Gap Between Employee Engagement And Patient Experience	A
Help Ensure Patients And Families Receive The Care And Respect They Deserve And Support The Well-Being Of Care Team Members	C
Consumer Expectations Applied To Health Care	B
Patient Engagement To Better Outcomes And Increase Service Line Growth And Patient Retention	C
Enterprise-Wide Patient Access	B
Complete Patient Experience And Performance Insights Platform	B
Patient Journey Mapping	E
Connected Wearable Health	C
Wide Patient Experience	E
Meaningful And Innovative Patient Engagement	C
Mhealth: The Mobile Shift To Patient Care	B
Consumerizing And Personalizing Connected Health	B
Patient Experience At Every Touchpoint	B
System-Wide Patient Experience	D
Enable Call Center Agents To Deliver On-The-Fly, Highly Personalized, World-Class Patient Experiences	B
Personalizing The Healthcare Experience By Understanding Individual Drivers Of Loyalty	B
Cloud-Based Patient Experience, Education And Engagement Solutions To Increase Top Line, Reduce Costs And Improve Outcomes	C