

MACNEAL HOSPITAL



KATHY MIKOS, CHIEF NURSING OFFICER/CHIEF OPERATIONS OFFICER

Kathy Mikos joined the MacNeal senior leadership team in the role of Chief Nursing and Operations Officer on November 20, 2017. MacNeal Hospital is a 371-bed teaching hospital, located in Berwyn, Illinois. She most recently comes from UChicago Medicine/Ingalls Memorial, a 427 bed community teaching hospital, located in Harvey, Illinois, where she served for the last 10 years as the Vice President, Patient Services and Chief Nursing Officer. Kathy holds a bachelor's degree in nursing from the College of Saint Teresa, a master's degree in nursing from Northern Illinois University, a doctorate of nursing practice from Rush University, and was a Johnson & Johnson Wharton Fellow. She is an advanced board certified nurse executive and is currently serving as adjunct faculty for Lewis University and Rush University. Kathy is a member of the American Organization of Nurse Executives, the American College of Healthcare Executives, American College of Oncology Administrators, and Sigma Theta Tau International Honor Society of Nursing.



**MacNeal
Hospital**

MacNeal Hospital is proud to be a part of Loyola Medicine. For nearly a century, MacNeal Hospital located in Berwyn, Illinois, has been providing quality healthcare in the near western suburbs and the city of Chicago. Loyola Medicine consistently expands its scope of care to keep every generation of your family growing strong. At MacNeal Hospital, we are proud to provide comprehensive and compassionate services that include obstetrics, orthopaedics, cardiology, cardiac rehabilitation, sports medicine, rehabilitation services, oncology, home health, emergency and immediate care services, bariatric surgery and much more. We offer the largest behavioral health services program in the Chicago area.

DEPARTMENT BREAKDOWN

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

Integration into large national healthcare system, financial stability, increase marketshare growth - increased payor contracting, ACO growth, VBP outcomes, LeapFrog grading improvement, improved CMS overall Star rating

WHAT IS YOUR CURRENT TECHNOLOGY STACK?

Conversion of EMR to EPIC, rollout of Vizient

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

850

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

\$10 TO \$25 MILLION

TOTAL NO. OF BEDS

300 staffed beds

PROJECT INSIGHTS

PROJECT OR INITIATIVE DESCRIPTION

Successfully integrate with large non-for-profit health system Improve patient Experience - moving HCAHPS Star rating from a two star to a three star Improve Employee Engagemenet Improve Labor productivity Magnet Journey

WHAT NON-BUDGETARY CHALLENGES DO YOU ANTICIPATE?

Employee engagement, improving quality/safety ratings

WHAT 3RD PARTIES ARE YOU HOPING TO MEET WITH?

Technology companies that support improving processes that drive improved outcomes around high quality, safe patient care. Strategic companies that think outside the box and have innovative solutions that will enhance the delivery of care.

WHAT IS THE PROJECT TIMELINE?

Those I have listed have completion timelines over the next 18-24 months.

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	A
Consumer Expectations Applied To Health Care	B
Patient Engagement To Better Outcomes And Increase Service Line Growth And Patient Retention	B
Enterprise-Wide Patient Access	C
Complete Patient Experience And Performance Insights Platform	B
Patient Journey Mapping	B
Connected Wearable Health	C
Wide Patient Experience	C
Meaningful And Innovative Patient Engagement	A
Mhealth: The Mobile Shift To Patient Care	B
Consumerizing And Personalizing Connected Health	A
Patient Experience At Every Touchpoint	A
System-Wide Patient Experience	A
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	B