

## 2008 Pioneer Award for Quality Recipient

### John C. Lincoln Deer Valley Hospital



#### Company Information:

*Highest Ranking Official:*  
Dan C. Coleman, president and  
CEO, John C. Lincoln Health  
Network

*Contact Person:*  
Kim Hunsinger, Director,  
Performance Excellence,  
John C. Lincoln Deer Valley  
Hospital  
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*Type of work:* John C. Lincoln  
Deer Valley Hospital is a 174-  
bed community hospital that  
serves the north Phoenix  
metropolitan area. It is part of  
the John C. Lincoln Health  
Network, a not-for-profit  
organization that includes  
hospitals, physician practices  
and a spectrum of charitable  
community services programs.

*Workforce:* 1,370 employees

#### Testimonial of Value of Arizona State Quality Awards Program

“We at John C. Lincoln Health Network are proud to accept the Pioneer Award for Quality for our Deer Valley Hospital. It recognizes the significant effort our co-workers have made to improve processes and put quality systems in place to enable us to achieve our mission of consistently providing excellent care and service to our patients. The commitment of our staff, physicians and volunteers to excellent quality is a key to our organizational growth and success. We're proud of this award because it reflects the objective opinion of quality experts about how we do our very important work.”

- Dan Coleman, president and CEO,  
John C. Lincoln Health Network

#### Highlights of Organizational Process:

- John C. Lincoln Deer Valley Hospital's pillars, which represent the vision and values, are aligned with the hospital goals, objectives and performance management process. Communication within the hospital is conducted around the pillars and performance measures are directly aligned with the pillars to help ensure focus on the most important strategies and goals.
- The hospital's Strategic Planning process uses metrics and indicators to understand organizational performance. Metrics and goals are captured on scorecards which are used by all departments to regularly monitor their performance. Department Directors develop 90-day action plans related to the goals and are evaluated annually on their performance.
- Providing community service is one of the pillars of the entire John C. Lincoln Health Network. As a result of the network's commitment to the community, it was awarded

the prestigious Foster G. McGaw Prize for excellence in community service. The network provides a variety of services to the community, including: the Lincoln Learning Center, Community Health Center, Children's Dental Clinic, Neighborhood Renewal Program, Food Bank and Wee Care, to name a few.

- John C. Lincoln Deer Valley Hospital uses multiple mechanisms to obtain patient feedback. These include: patient satisfaction surveys, discharge phone calls, nursing rounds, whiteboards and care cards. In addition, the hospital has a complaint management process to capture and manage complaints. The focus on satisfaction has resulted in top quartile scores on the patient satisfaction survey. Mendy's Place, John C. Lincoln's pediatric emergency department, which was a recipient of a 2006 Showcase in Excellence Award, consistently scores in the top 1 percent in patient satisfaction.
- John C. Lincoln Deer Valley Hospital leaders believe that their employees are the key to organizational success. Employees are selected and recruited based on their commitment to providing excellent customer service and quality care. All employees receive training and are held accountable through the performance evaluation process to uphold the hospital values. John C. Lincoln Health Network was named one of the "Best Places to Work" by the Phoenix Business Journal and received the Galaxy Award from Morehead Associates, for achieving a score in the top 1 percent on its employee satisfaction survey.
- Volunteers are an integral part of the hospital, allowing it to run efficiently and effectively. In 2008, volunteers accounted for more than 25 full-time equivalent people that the hospital did not have to employ. The volunteers at John C. Lincoln Deer Valley are well appreciated by both employees and patients.
- John C. Lincoln Deer Valley Hospital's excellent clinical outcomes are a result of its diligent focus on quality of care and patient safety. Regular monitoring, timely clinical interventions and process improvement have resulted in achieving benchmark levels of performance in many of its key service lines and high-volume diagnoses.
- John C. Lincoln Deer Valley Hospital has maintained the image and high performance of the hospital through significant investment in technological resources, state of the art facilities and equipment. The hospital has maximized the benefits of technology through nationally acclaimed information systems that enable leaders in effective decision making, assist clinicians to improve the quality, productivity and safety of the delivery of care, and enhance communication effectiveness.