Mission Health Achieves Incredible Safety Goal!

September was a remarkable month for staff and patients because there were zero Major Safety Events*, and zero Sentinel Events** system wide. Yes, you read it correctly - ZERO! Read on!

“We’re creating a culture of quality and safety and each team member is a part of this success. We’re sharing learnings and best practices system-wide, abiding by new reporting expectations, and creating an environment that encourages team members to ask questions.” Ms. Norman shared.

Mission Health celebrates this accomplishment and each team member who helped make this achievement a reality. The Patient Safety Institute invites every team member to come out, grab a treat, and celebrate September's safety accomplishment. (see schedule below). Life-savers candy and doughnut holes will be distributed as a small token of the appreciation to staff who save lives and plug holes in safety systems to keep our patients and staff as safe as possible. We thank each team member dedicated to safety!

We spoke with Melanie Norman, System Director of Quality and Safety, to hear her reaction to this success. “This is the first time since the start of the Patient Safety program in March 2012 that Mission Health has achieved zero safety events system-wide. I couldn’t be more proud. All Mission team members have embraced safety reporting which enables departments to focus on improving safety for patients and staff. The great September results are a testament to the hard work being done across the system every day.” said Ms. Norman. Ms. Norman and her team attribute the achievement to the incredible team members at Mission Health.

**LOOKOUT FOR CELEBRATIONS IN YOUR AREA:**

<table>
<thead>
<tr>
<th>DATE</th>
<th>TIME</th>
<th>LOCATION</th>
<th>TIME</th>
<th>LOCATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>November 28</td>
<td>6am - 8am</td>
<td>St. Joseph’s Lobby and 11 am-2pm</td>
<td>St. Joseph’s Café</td>
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</tr>
<tr>
<td>November 29</td>
<td>6am - 8am</td>
<td>Memorial Lobby   and 11 am-2pm</td>
<td>Memorial Café</td>
<td></td>
</tr>
<tr>
<td>November 30</td>
<td>11 am-2pm</td>
<td>St. Joseph’s Café and 6pm-8pm</td>
<td>St. Joseph’s Lobby</td>
<td></td>
</tr>
<tr>
<td>December 1</td>
<td>11 am-2pm</td>
<td>Memorial Café    and 6pm-8pm</td>
<td>Memorial Lobby</td>
<td></td>
</tr>
<tr>
<td>December 3</td>
<td>6am - 8am</td>
<td>St. Joseph’s Lobby and 6am - 8am</td>
<td>Memorial Lobby</td>
<td></td>
</tr>
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* Major Safety Event a patient safety event (not primarily related to the natural course of the patient's illness or underlying condition) where there was a significant risk of reaching the patient and risk of death, permanent harm, or severe temporary harm.

**Sentinel Events** are patient safety events (not primarily related to the natural course of the patient's illness or underlying condition) that reaches a patient and results in death, permanent harm, or severe temporary harm.
Find out how a team at Mission Health is increasing JOY through giving back to the community.

The Thanksgiving holiday is right around the corner. Millions of Americans will spend this holiday filling their bellies with starches and protein, yet millions will go hungry. The Performance Improvement Department was eager to contribute to this cause, and in the process bring the joy-of-giving to their department. The team decided to partner with Manna Food Bank of Asheville, who serves the 16 counties of Western North Carolina, to determine what items were needed most and donate nonperishable food items. The Department's Mission: reNEW Social Committee leader, Jackie Gosnell, stated, "It feels good to help those who need it. Realizing that people in our community go hungry makes you pause and be thankful for what you have." The team has enjoyed giving to those in need this holiday season. We are so proud of our Mission Health teams who give back to the community!


Recognize reNEW efforts on Woohoo!

- Select the team member you want to recognize
- Choose the reNEW: Sparking Joy, Engagement, Innovation value under “Everyday Recognition”
- Write a special message and you’re done

CONTACT US

Have questions about reNEW or about how your team can partner to increase JOY and reduce hassles?
Dawn Burgard | Director Clinical PI Dawn.Burgard@msj.org

Want to tell us about how you/your team reduce hassles and increase JOY? You could be featured in an upcoming reNEWsletter!
Emily Hyder | Executive Assistant Emily.Hyder@msj.org
Congratulations to the Quality Academy’s Lean Essentials Wave 6 graduates. We are excited to see you put to use the continuous improvement tools learned in class. We look forward to witnessing the positive impact you make on patients and Mission Health.

**What is Lean Essentials?**

Lean Essentials is a training class providing a working knowledge of key fundamental process improvement methods to staff. Knowledge gained is sufficient to lead a basic project from beginning to end, primarily using fundamental Lean Workflow and PDSA techniques. The class is highly engaged and hands on. Does this sound like something you would be interested in? Enrollment takes place on Mission Health’s Learning Management System (LMS).

**Upcoming Classes Open for Enrollment**

**LEAN ESSENTIALS WAVE 9**

- Location: Mission Hospital Memorial Campus
- January 31st – DAY 1
- February 16th – DAY 2
- February 28th – DAY 3
- March 16th – DAY 4
- March 29th – DAY 5

**LEAN ESSENTIALS WAVE 10**

- Location: Transylvania Regional Hospital
- March 23rd – DAY 1
- April 12th – DAY 2
- April 27th – DAY 3
- May 11th – DAY 4
- May 25th – DAY 5

**LEAN ESSENTIALS WAVE 8**

- Location: Mission Hospital Memorial Campus
- January 11th – DAY 1
- January 25th – DAY 2
- February 8th – DAY 3
- February 23rd – DAY 4
- March 7th – DAY 5

**MISSION: reNEW**

**DRIVEN BY FOUR GOALS**

- JOY, Hassle Reduction, Innovative Visioning
- Information Technology Optimization
- Enculturation of Continuous Improvement
- Contribution Margin

**INSPIRATION**

“When we approach our work with kindness instead of defensiveness, we experience greater empathy and curiosity.”

NATE KLEMP, PH.D., AUTHOR OF START HERE & CO-FOUNDER OF LIFE XT

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**Thanksgiving FUN**

Time for the turkey!

Dude! put this on. it’ll be fun I promise.