



# MISSION READINESS:

Are we ready for the journey?

Glenn Robinson, FACHE  
*President – Baylor Scott & White Medical  
Center - Hillcrest*



Founded as a Christian ministry of healing, Baylor Scott & White Health promotes the well-being of all individuals, families and communities.

Mission

Strategies

Health  
Experience  
Affordability  
Alignment  
Growth

We serve  
faithfully

We act  
honestly

We never  
settle

We are in  
it together

Values

To be the trusted leader, educator and innovator in value-based care delivery, customer experience and affordability.

Ambition



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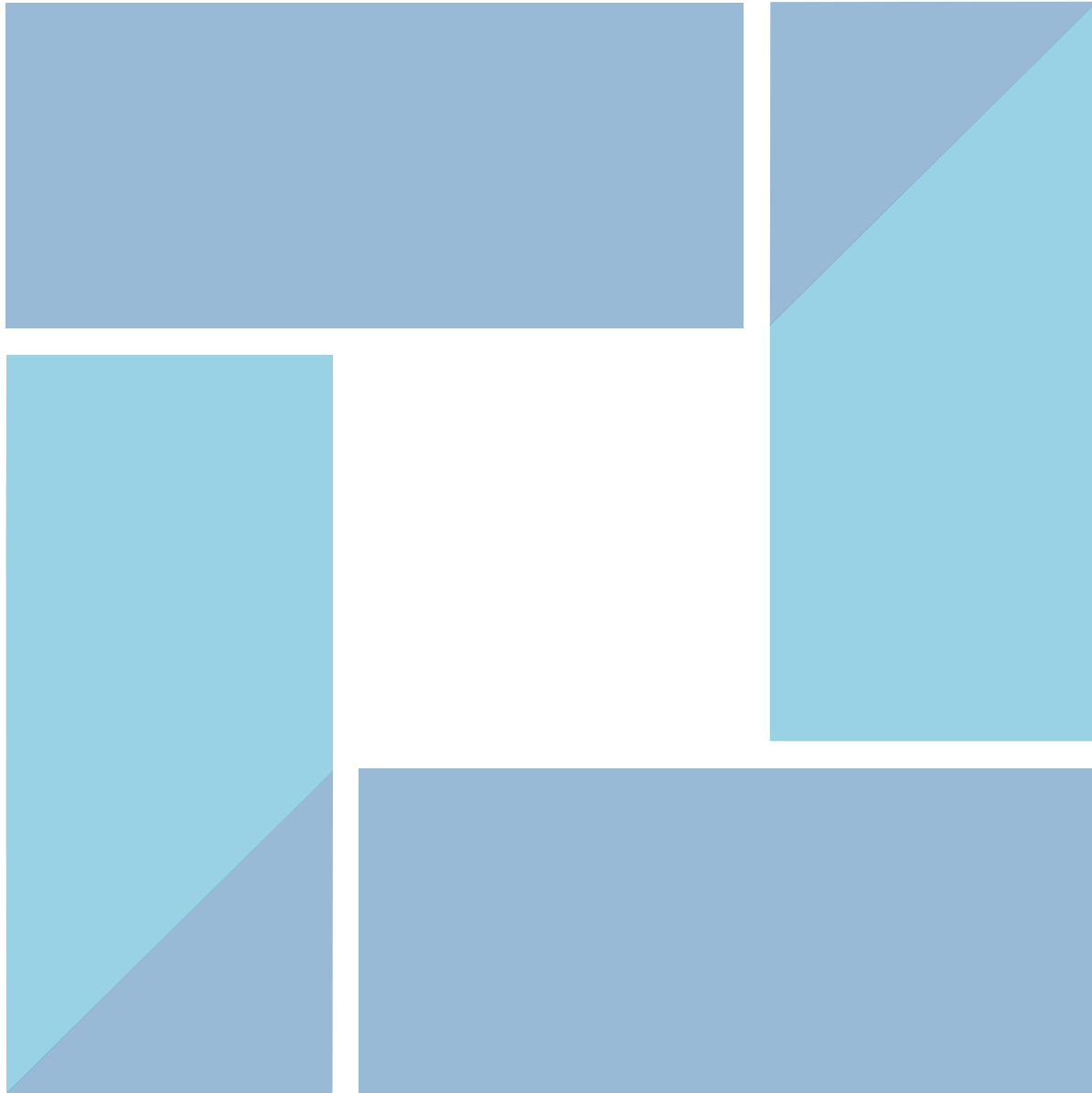
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## OUR VALUES:

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# Our Values: How We Behave

## We serve faithfully

**We are helpers at heart. Here to serve, we always treat our patients, members and each other with compassion and care.**

## We act honestly

**We approach everything with the utmost integrity to create an environment of respect and trust. We always do the right thing – even when no one is looking.**

## We never settle

**We bring our best, every day. With an innate drive for excellence, we constantly push ourselves to find new and better ways to serve our patients, members and community.**

## We are in it together

**We are many individuals united by a common purpose. Working side by side, we share and seek out different perspectives for the larger good.**

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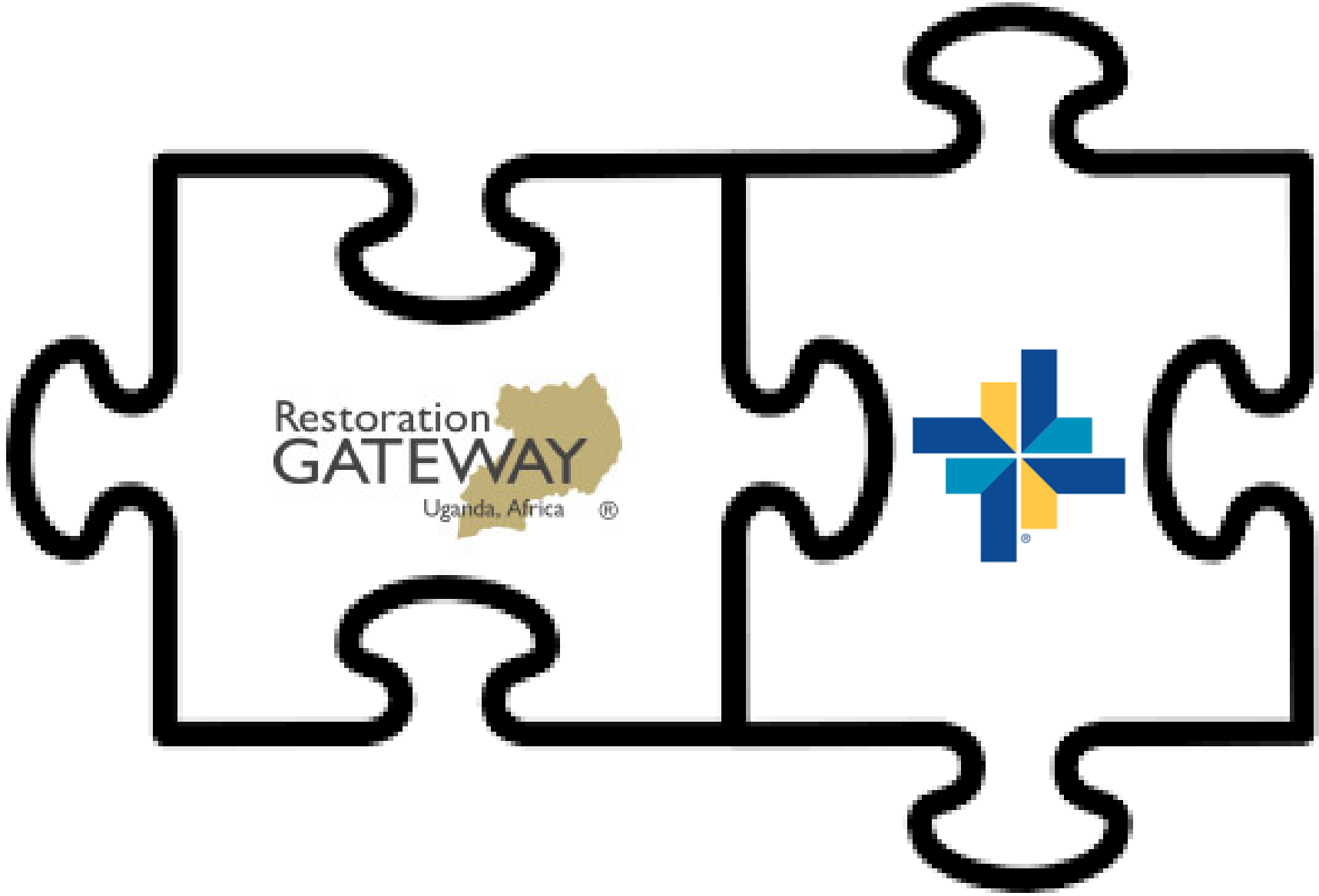
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# RESTORATION GATEWAY



Restoration  
**GATEWAY**  
Uganda, Africa ®

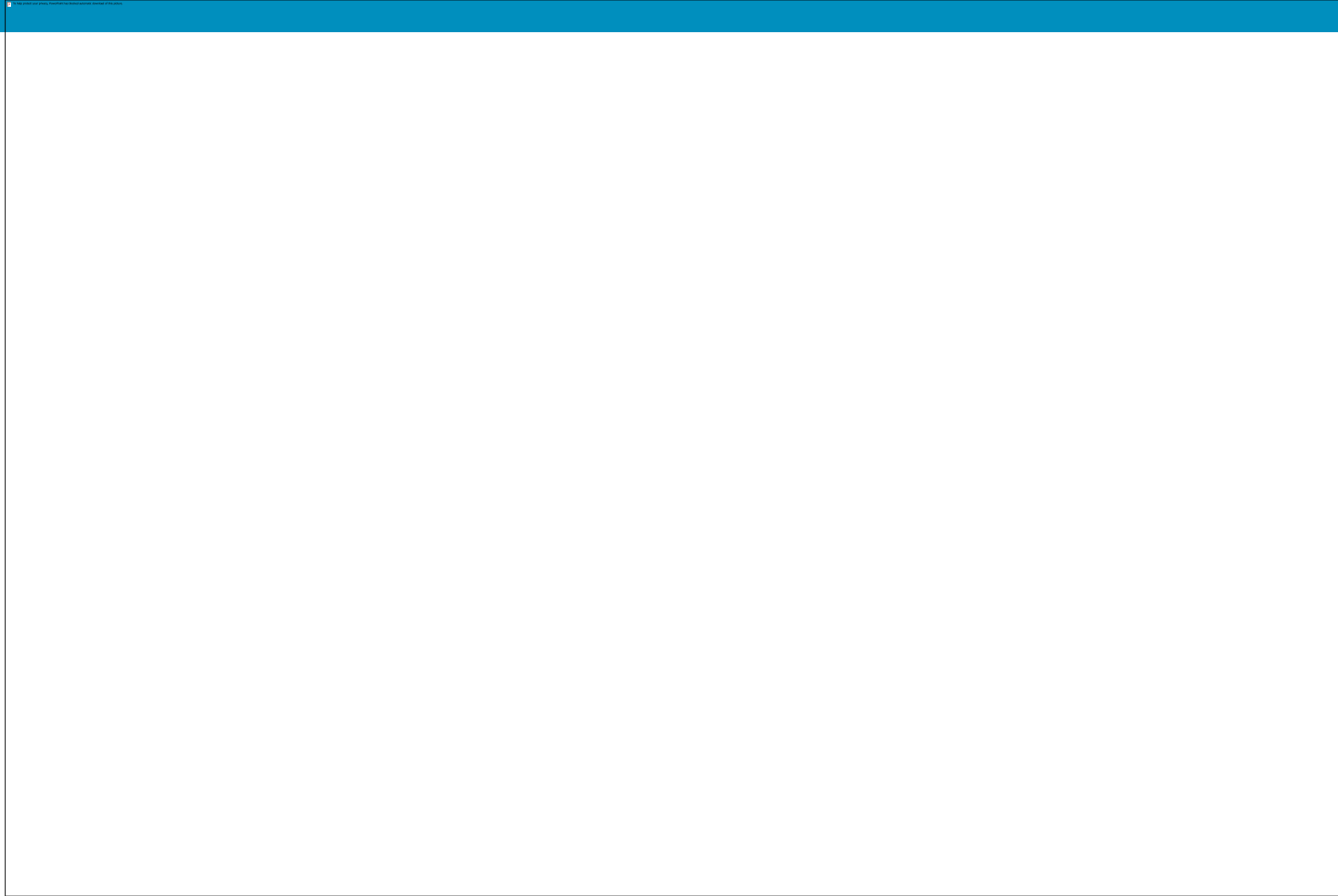


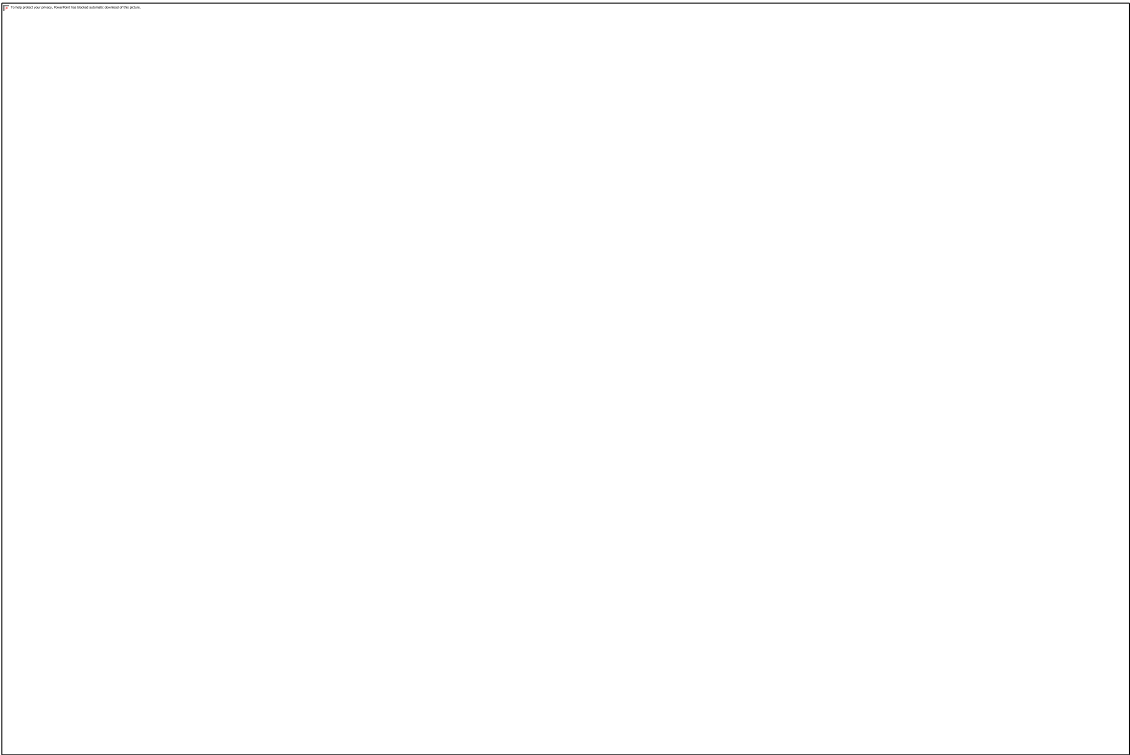






# The Hospital



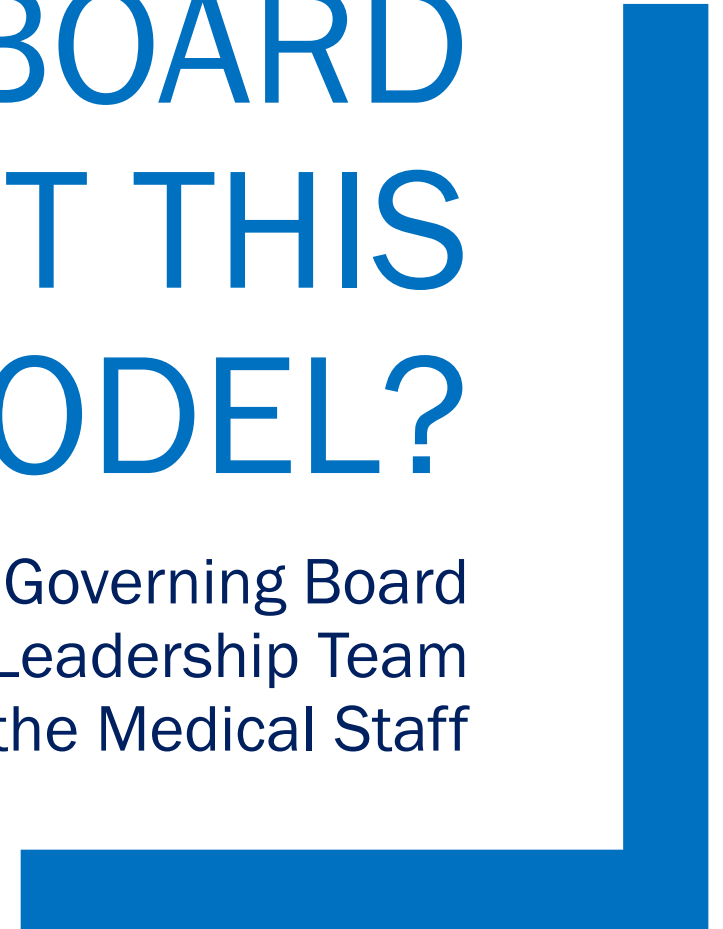


# Goals of BSWH Partnership

- Rotating teams of 5-8 providers serving for 7-14 days
- Additional support via telemedicine
- Continuity provided by RG/Ugandan medical staff
- CME opportunities for providers/educational opportunities for students

# IS EVERYONE ON BOARD TO SUPPORT THIS MODEL?

Governing Board  
Leadership Team  
Existing Members of the Medical Staff



# Physician Leadership Group (PLG)

- Get physicians plugged in early
- Develop future Medical Staff leaders
- Increase retention

# Role and Function

- Advise Administration
- Quality
- Processes
- Strategic planning
- Medical staff development plan
- Communicating with fellow medical staff members
- Improving the performance of hospital-based physicians
- Strengthening relationship with Nursing
- Mentoring new members

# Benefits

- Improves trust
- Improves communication
- Suggestions for operational improvements and dealing with operational issues
- Involvement in strategic planning
- Facilitates administrative accountability
- Strengthens relationships with physicians
- Develops future physician leaders
- Improves communication with all hospital-based physician groups



# Governance

- No bylaws
- Informal
- Members appointed by CEO/CMO
- Required attendance of 66% of meetings
- Terms can be for 3-year staggered terms
- After 1-year off, may be asked to return to PLG

# Who attends?

- CEO
- COO
- CNO
- VP Operations
- Board Chair
- Other team members on an “as needed” basis

# Typical Agenda

- Prayer of Invocation
- Administrative update
- Action items update
- Roundtable discussion
- Prayer of Benediction


# Accomplishments

- Pharmacy Techs for medication reconciliation
- Transfer Center / Navigator
- Stabilization of ED, Anesthesia, Pulmonary / Critical Care and Hospitalist provider groups
- ED performance improvement
- Local Epic support resources
- Dragon dictation access
- Perinatal Safety Committee – 24/7 in-house OB backup
- PICC team
- Administrative hotline
- Up-to-date availability with CME
- Pedi MRI capabilities
- Recommitment to procedural time-outs
- Traffic signal at Bagby and Corporation



Are you committed to  
take the next step?

Is your organization ready  
to move forward on this  
creative recruitment  
strategy?



# Questions?



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