



## News

### COO Network ListServ to Re-Launch in October

October will see the return of the HASC COO Network ListServ, an electronic platform allowing member COOs to network, discuss best practices and share innovative ideas that help optimize facility operations.

As quality, cost and risk reduction become more prominent concerns, HASC hopes the COO Network will become an important resource for members. COOs will

have the opportunity to hear news and developments of concern to hospitals, and comment on information and educational programs from HASC.

COOs will also learn about products and services that can positively impact hospital efficiency, like the Surgical Care and Operating Room Excellence (SCORE) initiative launching in October under Julia Slininger, VP, Quality &

Patient Safety, and the growing number of other excellent, valued HASC and AllHealth, Inc. initiatives.

The HASC COO Network ListServ is only available to HASC members. For more information, please contact HASC. We welcome your active participation.

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### Journal for Performance Improvement Professionals Premier This Month

The *Journal of the Society for Healthcare Improvement Professionals* (JSHIP) will debut this month. JSHIP is dedicated to providing useful, accurate and current information regarding improving the performance of health care organizations. It is intended to serve the community of professionals working to improve operations, service delivery, patient safety and

quality in hospitals, health systems, health plans, public health departments, clinics and medical groups.

Each quarter, JSHIP will offer a variety of perspectives, articles and case studies that describe advancements, innovations and practical applications of performance improvement tools and methodologies.

The all-new peer-reviewed JSHIP is just one of the benefits of

being a SHIP member, a unique virtual community dedicated to professional development through credentialing of performance improvement health care professionals across the country.

For more information on membership, please visit [www.shipus.org](http://www.shipus.org).

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## Events

### Register Online for Sept. 27 PDS University Session

Register now for *Using PDS for Off-Cycle Negotiating*, a webinar scheduled for Thursday, Sept. 27 at 11 a.m.

The 20-minute session will focus on how you can use PDS data to

negotiate contracts off-cycle. Information presented will build upon the May PDS newsletter article written by Ken Steele from ECG Management.

To register, go to <https://www2.gotomeeting.com/register/921532002>.

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## LEAD Academy Empowers New Leaders in Health Care

Day one of the six-session LEAD Academy, held Sept. 7 at Verdugo Hills Hospital, introduced more than 30 attendees to the basics of successfully developing leadership qualities as a manager/supervisor.

LEAD Academy is uniquely designed to help empower recently hired, newly appointed or previously untrained health care leaders to better understand and use their strengths. LEAD is built on the underlying principle that effective leadership requires productive relationships to support excellence in patient care, sustainable business objectives and a safe patient environment.

Originally launched in March 2012, LEAD Academy attracts a cross section of attendees—from nurse leaders and human resources personnel to administrators and education trainers and more.

Follow-up surveys show a high satisfaction rating, with the program scoring an average of 4.5/5 among participants.

“I found this class very helpful,” said one participant. “We

exchanged our experiences and learned from others, besides getting great information from the instructor. It was a great and very practical class.”

The fall session in Los Angeles is led by Pamela Cunningham, a highly regarded Six Sigma Black Belt trainer skilled at blending the technical with the human side of high performance who regularly conducts leadership training for clinical and non-clinical managers for health care organizations.

The next session in this series, set for Oct. 5, presents *Leadership Communication Best Practices* and *Coaching Employees to Higher Performance*. Attendees will learn ways to enhance leadership communication along with techniques to adapt communication styles to meet employee and organizational needs. Participants will



Instructor Pamela Cunningham engages participants at Sept. 7 LEAD Academy session in Los Angeles.

also address performance goals and ways to facilitate coaching to maximize employee performance.

Register today at <https://www.signup4.net/Public/ap.aspx?EID=LEAD445E> for the remaining Los Angeles LEAD Academy sessions. Sessions in the Inland Empire are also available. Visit [www.hasc.org/lead-academy](http://www.hasc.org/lead-academy) for more information.

The cost per session is \$250. Enrollment is limited to 30 participants per session. Participants completing all six sessions earn a certificate.

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## Hospital, Clinic Forum Scheduled for Sept. 24 on KPCC

HASC's Inland Area regional vice president Dimitrios Alexiou will be one of three panelists in a forum titled *Can Workforce Keep Up with Demand in Health Care?* KPCC's Crawford Family Forum partnered with HASC and the Community Clinic Association of Los Angeles County to present this special report that will offer practical-approach conversation with present and future health care

providers who will share insights into challenges and opportunities at hospitals and clinics, currently and moving forward.

Other presenters on the panel will include Brian Prestwich, MD, assistant professor of Clinical Family Medicine, USC Keck School of Medicine and project director, Patient-Centered Medical Homes Transformation Collaborative; and Angel Rosario,

clinic testing supervisor, HIV department, at AltaMed.

The event will take place at The Crawford Family Forum, 474 S. Raymond Ave. in Pasadena. Doors open at 6:30 p.m. and the program begins at 7:00 p.m. Admission is free; RSVP at <http://kpcc.ticketleap.com/clinic-and-hospital-needs/>.

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## HASC Charity Golf Classic Set for Oct. 22

Join us Monday, Oct. 22 at the Oakmont Country Club in Glendale for a day filled with great golf, great company and great fun—all for a good cause.

Every year, the HASC Golf Classic brings together C-suite health care executives, physician leadership and other hospital staff in support of National Health Foundation (NHF), a charitable, tax-exempt 501(c)(3) corporation

dedicated to improving health in underserved communities.

The day-long event gives participants access to one of Southern California's premiere golf courses and includes breakfast, a 10 a.m. shotgun start tournament, opportunities to network with members and prizes handed out at an evening reception.

Member hospitals are encouraged to bring a cross section of

their staff, including physicians and board members. Tax deductible corporate sponsorship opportunities are available for member hospitals and corporate partners.

For more information, visit [www.hasc.org/2012CharityGolfClassic](http://www.hasc.org/2012CharityGolfClassic).

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## Submit Your Nominations for Hospital Hero Awards

Submit your nominations now for the 2012 Hospital Hero Awards. The awards focus on outstanding direct patient care above and beyond the call of duty.

All members of your hospital family are eligible (medical, technician, clinical, administrative, volunteers). Download the nomination form at the following page:

[www.hasc.org/sites/main/files/file-attachments/2012\\_hh\\_nomination\\_form.pdf](http://www.hasc.org/sites/main/files/file-attachments/2012_hh_nomination_form.pdf).

The award should be given to a person who has made an outstanding contribution to the hospital's own unique service delivery mission within the past 12 months. The award is intended to highlight the outstanding achievements that

occur within hospitals each day.

For more information about the event, which benefits National Health Foundation and will take place on Friday, Nov. 9 at the Omni Hotel in Downtown Los Angeles, visit [www.hasc.org/2012HospitalHeroAwards](http://www.hasc.org/2012HospitalHeroAwards).

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## Featured Services

### Enhance Patient Safety through TeamSTEPPS Program

Create a culture of situational awareness, mutual support and a shared mental model in your hospital through TeamSTEPPS. Designed by the Agency for Healthcare Research and Quality and the Department of Defense, Team Strategies and Tools to Enhance Performance and Patient Safety (TeamSTEPPS) teaches health care professionals how to integrate teamwork principles into daily practice throughout the organization.

According to one program participant, Coleen Thompson, RN, BSN, CPHQ, of Redlands Community Hospital: "Our three-

day TeamSTEPPS training with HASC has been rated as the best educational program experience by our entire team of attendees. Within six weeks of our training, we had implemented two TeamSTEPPS tools in L&D & OR, had the full support of our Medical Executive Committee, one of whom volunteered to be the physician champion for this project, and we had a house-wide plan to implement one of the tools. The training provided by HASC is a great value; the benefits to patients served by our organization are priceless."

The program is intended both for

those who work in high-stress areas — such as surgical suites, critical care, labor and delivery, and the ED — as well as throughout the hospital.

TeamSTEPPS offers training in four core competency areas: team leadership, situation monitoring (or mutual performance monitoring), mutual support (or back-up behavior) and communication.

The program is available as a one-day Essentials Course or as a three-day Fundamentals Course.

For more information, visit [www.hasc.org/teamstepps](http://www.hasc.org/teamstepps).

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