



Methodist Excellence is being achieved through the work of employee teams that are taking a close look at our operations and how our goals and expectations are being achieved on the floors of our facilities. We could not achieve any growth without the observations, ideas and analysis performed by these experienced and creative teams.

The following teams are system-wide service teams comprised of representatives from each facility.

Standards Team

This team develops standards of behavior related to our everyday interactions with patients, physicians and co-workers. These standards reinforce our organization's core values and serve as a guide for all employees as we strive to develop our culture of excellence.

Measurement Team

This team applies the principle that we should "Measure the Important Things" regarding patient satisfaction. The team's focus is on interpreting the hospital's tools for

quantifying patient satisfaction, measuring progress and helping to identify resources to increase the hospital's scores.

Communications Team

This team is critical in keeping the organization aware of its goal and its progress in achieving those goals along our journey to Methodist Excellence. The Communications Team ensures that both inspiration and information get passed throughout the hospitals. The team is charged with "Communicating at all levels," and making sure that the communication is clear and timely.

Leadership Development Team

The Leadership Development Team plans and implements all leadership development efforts with full understanding that the success of the entire Methodist Excellence initiative is dependent on creating a team of knowledgeable and skilled leaders who earn the trust of others. The team ensures that leadership development opportunities are coordinated with the organization's goal and strategies, and address the leaders' identified learning needs.

The following facility-based teams consist of staff members representing the Methodist hospitals in the Medical Center, Metropolitan Methodist Hospital and Northeast Methodist Hospital.

Patient Satisfaction Teams — Inpatient and Outpatient

The Satisfaction Teams focus on creating an environment in which the quality of care exceeds the expectations of both inpatients and outpatients. These teams work closely with the Measurement Team to review and understand patient needs and trends.

Physician Satisfaction Teams

These teams identify the critical satisfaction factors for our medical staff and develop strategies that allow our organization to address these factors. Physician satisfaction is extremely important to the hospital's success; therefore, these teams lead our efforts to meet and exceed the expectations of our physicians and, in turn, their patients.

Service Recovery Teams

These teams develop and hardwire a system to provide service recovery to patients (or patients' families) whose expectations have not been met and to turn unmet expectations into a positive experience. In defining service recovery, the word "service" is not *our* definition of service, but the *customer*'s.

The Rewards and Recognition Teams

The Rewards and Recognition Teams' responsibility is to reinforce desired behaviors by rewarding and recognizing employees for their exemplary performance. These teams' jobs are to bring a sense of ownership to the hospital; their message emphasizes that everyone at the hospital has a responsibility—and an opportunity—to reflect the culture of Methodist Excellence.