

CRD1.3 Justify programs, products, services and care using appropriate evidence or data

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Write a 2 page report that discusses how Quint Studer's book has been incorporated at AMCH.  
Give at least 1 example of how you observed Quint Studer's Principles are being practiced at AMCH.

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**6/12/2013**

Quint Studer's book *Hardwiring Excellence* occupies the notion that passion and purpose are two essential characteristics of a profitable health care facility. In order for a facility to have passion and purpose, it's essential for its employees to have those qualities. Most healthcare workers choose the healthcare field because they have both passion and purpose; the challenging part is keeping that alive. Just the fact that *Hardwiring Excellence* is a goal at Adventist Medical Center means they are a step ahead of other facilities that don't have that frame of mind.

One way that Adventist Medical Center is incorporating *Hardwiring Excellence* into their facility is by creating their mission and goals around key points. Adventist Medical Center's vision is "To be the best place to receive care, the best place to practice medicine and the best place to work." This vision goes along strongly with the 5 pillars that Studer discusses, and the vision that he has for his facilities.

One principle that I saw soon after I started was Principle 5: Focus on Employee Satisfaction. During ICU rounds, I saw Human Resources deliver a bag full of goodies to the ICU nurses after getting positive feedback from a patient and his family. The management who delivered the package thanked the nurses and recognized all their hard work. To me, this is one of the most important principles discussed in the book because positive feedback motivates employees to continue their hard work. And just like Studer says, "satisfied employees do a better job."

Another very important principle discussed in *Hardwiring Excellence* is Principle 3: Build a culture around service. During my time working at Adventist Medical Center I was able to

view great service first-hand. From the friendly house-keeper who greeted everyone she passed, to the diet clerks knowing patients by name. I felt a sense genuine presence which is not always a commonality in acute-care settings.

However, through the good, I did note one experience in particular that has stood out in my mind. During one of my assessments, the daughter of a patient expressed concern that her mother's food was not hot when she was receiving it. This patient had contact precautions; therefore, the diet clerks were simply dropping off the tray at the nurse's station instead of taking it in to the room themselves. The daughter continued to tell me that the tray would sit at the nurse's station for sometimes up to 15 minutes before being brought into the room. She was feeling obligated to be present at each meal in order to make sure that her mother got her tray in a timely manner. For an elderly woman with an already very poor appetite, receiving cold food is the last thing she needs.

From that point on, I began noticing that I would see meal trays sitting at the nurse's station fairly often. With patient satisfaction being such a critical part to a hospital's success, I can't help but think that small things like eating cold food could negatively affect patient satisfaction. It's such a small task, yet can greatly affect a patient and their family's view of the care provided.

Part of the reason that some of the hospital may not be as strongly aligned with Hardwiring Excellence as others, may have to do with its expansion. It is my impression that some of principles have taken the back burner due to the development. Even with all of the

changes, more priority will have to be placed on Studer's principles for continued growth and improvement.