



To: Saint Vincent Hospital Employees
From: Charlie Martin, Chairman and CEO Vanguard Health Systems and Joseph Mullany, President and CEO of New England and Chicago
Date: August 27, 2010
Re: Health for Life

What's Next?

Workforce Health Plans

In the next few months we will offer you some very exciting new ways to get healthy and stay healthy. We all know it is no fun to have to repeat your medical history, prescriptions and allergies every time you go to a doctor. Beside the inconvenience, it's not very safe to have a new doctor treat you without a clear picture of your entire health record. Pretty soon we will give you your own personal health record that will store all of your information and only you can decide how to use it.

We are finalizing a plan that will let you track your own well-being – not just physical health but financial security, social connection, job satisfaction and more. And we will give you tools to help you improve in areas you want to improve. We hope to build a plan that offers incentives to you for improving your well-being from exercise, to healthy diet, to improving your financial security and reducing your life stress. More than that, we want to help you get connected with other folks who are pursuing the same well-being goals as you are. We want you to improve your well-being in all facets of your life but we also want it to be fun.

Gallup Feedback

A little later this summer we will share the results of our Gallup staff engagement survey. It was an honor to be recognized last year as one of Gallup's Great Workplaces but to remain a Great Workplace we need to continue to work on it identifying our strengths and areas of opportunity as an organization, as a facility and as an individual workgroup. Almost 90% of Vanguard's 19,000 staff completed the Gallup survey – a remarkable achievement for any organization. Now we need to work together to understand our results and to create plans to make us even better.

Error Prevention

A key element to making our workplace safer and our quality performance stronger is to reduce errors. Last year we hired Healthcare Performance Improvement (HPI), an internationally known patient safety consulting firm, to help us identify where errors were occurring, why and how best to prevent or avoid such errors in the future. One of the components of our work with the Gallup Employee Engagement survey will be to link the concept of employee engagement to error detection and prevention. To accomplish this we will be building and aligning the error-prevention training into our Gallup feedback sessions. Error prevention training is just one of the initiatives we are employing in our high reliability journey to become known as one of the safest places in the country to receive care

If we can prove that the Vanguard Way – that our Health for Life approach works – we can become a model for health reform. We can make universal coverage not just possible but affordable and we can produce better health and well-being for all. It is no small goal – changing the world never is.