
The Park Town Hall Remarks

Updated June 20

Welcome (10 minutes)

- Good morning (good afternoon). Thank you all so much for coming.
- I'm so glad to have the chance to see so many of you.
- I hope you've been having a good summer.
- As I'm sure you know, Children's is having an outstanding first half of the year, and it's all thanks to you.
- I'd like to start by taking the opportunity to congratulate you.
- Last month, we wrapped up our Joint Commission survey and I have been looking forward to these Town Halls to tell each of you in person how impressed I am with you.
- Our survey results were outstanding. The surveyors said so many wonderful, touching and impressive things about you in their report. In case you haven't heard them, here are some of the things they had to say:
 - "Children's is a world-class operation with a community feel."
 - "[There are] robust systems in place to prevent infections. I can see that it is a top priority."
 - "Epic is comprehensive, efficient and well designed."
 - "[This is] the best report I've had in 15 years."
- Wow! I'd like to give you and your hard, hard work a round of applause.
- Congratulations, again, and thank you. You should be so proud. You worked hard for those results, and it obviously shows.

- Just a few weeks ago we learned that we had another reason to celebrate with the release of the *U.S. News and World Report* hospital rankings. This year, three of our services were also ranked in the top 10: cardiology, at No. 4; orthopaedics at No. 10; and urology at No. 8.
- And as Children's continues to be recognized as a great place for quality care by groups, like Joint Commission and *U.S. News and World Report*, you all continue to make Children's such a special place to work.
- In fact, your kindness and care are what makes Children's one of a kind.
- In your own way, you're each doing something very special for our Mission. Even someone like Kenny Hamilton. Do you all know Kenny Hamilton?
- Kenny works in our Marketing department, and last month, Kenny won two Emmys for his work as a videographer. One of the awards was for his video of a boy named Henry. Henry was diagnosed with a massive, inoperable brain tumor, and Henry happened to be at Scottish Rite for a Halloween party when he and Kenny crossed paths.
- Kenny was struck by Henry's costume and his energy, and decided to ask Henry's mother's permission to video the two of them. The mother agreed, and slowly, Henry's story came to life.
- Because of his diagnosis, Henry was not expected to live another year, and so Halloween and the upcoming holiday season took on a special meaning for Henry's family as they understood it would be his last.

- Kenny's not a doctor or a nurse, but he did what he could—what he does at Children's—to comfort the family by interviewing them and giving them a chance to tell their story.
- If you have a chance to watch the video, I encourage you to do so. It's up on our Facebook page. I'll warn you: It's hard to watch. Sadly, Henry passed away shortly after his story aired on 11Alive. But for that family, being able to tell their story and record this moment was important.
- So important, in fact, that Kenny has decided to send the Emmy to Henry's family to thank them. Isn't that amazing?
- You all do something special to help our patients. We couldn't do it without each other. At The Park, you're doing things that reach across the System. I was at Hughes Spalding two weeks ago for a Town Hall, and we celebrated their Epic go live. They are so thrilled to have this new resource to help them care for patients more effectively and efficiently, and they couldn't do it without you.
- Before I turn this meeting over to you and your questions, I thought I'd touch on some of the things we've been working on.
- As we watch adult hospitals consolidate and prepare for a future where outcomes' value will be even more scrutinized, the Board and the Executive team have been asking ourselves where Children's belongs in the community. We've been talking about how we'll best serve the kids of Georgia.
- In general, we know our Mission and our expertise will continue to lead us into an expanding role in the community.

And I think you'll see us focus more on population health management.

- That means we'll be looking ways to reach out into the community to help children and families with their health needs and how to keep kids well.
- In many ways, it's nothing new. We've already been working with the community to make kids healthier before they reach us, through programs like Strong4Life.
- As a System, we're still very strong. Our retention numbers continue to improve, and we're close to our System target of 92 percent [May score: 91.6 percent]. Each of you plays an important part in making Children's a great place to work. Keep taking care of each other and keep celebrating each other. You are all so important to our patients.
- Patient volumes are steadily rising. In fact, at many times in the last year, we've seen our volumes go from steady to very high.
- As you know, we continue to grow to accommodate our patient volumes. We've been approved for the expansion of beds at Scottish Rite and Egleston. We're also opening the Cobb Diagnostic Center in the fall.
- We anticipate being on target with our projected budget by the end of the year.

- Our Quality and Customer Service scores show room for improvement, too, and I understand that the increase we've seen in volumes may influence our scores.
- I'm here because I want to understand how leadership can help with areas like Customer Service or Quality. And because I want to know how you're doing. What are you excited about? Where do you need support?
- I've invited several members of the Executive team to be here today. They are here to listen and maybe help be my experts if I'm stumped by a question.
- So, with the time we have together, I invite you to tell me what's on *your* mind. What are some of your questions?
[Note for Donna: There will be tumblers available as giveaway].

Q&A (34 minutes)

Closing (1 minutes)

- Thank you for all of your questions.
- Please keep them coming by talking to co-workers and managers and submitting questions to askdonna@choa.org.