



EXCEL 2.0

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ANOTHER LEVEL OF MEDICINE

Overview



- **Where have we been?**
- **What have we achieved?**
- **Where are we going?**
- **EXCEL 2.0**
- **Staying the course and keeping the vision...**

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Where have we been?

- **Started the EXCEL journey four years ago**
- Tremendous gains with patient experience
- Kept focus on service and quality
- Organization has grown in our ability and is ready for next step

Our Mission

Leading health care...

Our Vision



OU Medicine will be the premier enterprise for advancing health care, medical education and research for the community, state and region. Through our combined efforts we strive to improve the lives of all people.

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Our Values



- We believe that *caring* for our patients must be at the center of all we do.
- We act with honesty and integrity.
- We respect our colleagues and co-workers.
- We magnify our effectiveness through teamwork.
- We improve continually through harnessing innovation and encouraging high performance.
- We believe in open and effective communication.
- We are committed to providing outstanding educational programs.
- We will be a leader in the advancement of basic, translational and clinical research.

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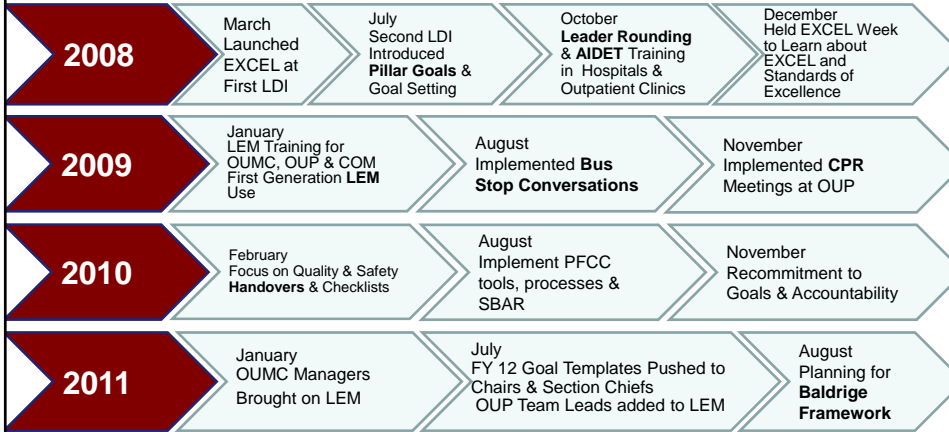
Our Goals

- Uncompromising Quality
- Exceptional Service
- Innovative Education
- Advancing Knowledge
- Institutional Strength

Behavior Standards

- **We created a statement that reflects the behaviors we expect from all who work in our enterprise.**
- **The “leaders” and everyone else signed this statement.**
- **Those standards continue to guide what we accept and don’t accept.**

Where have we been?



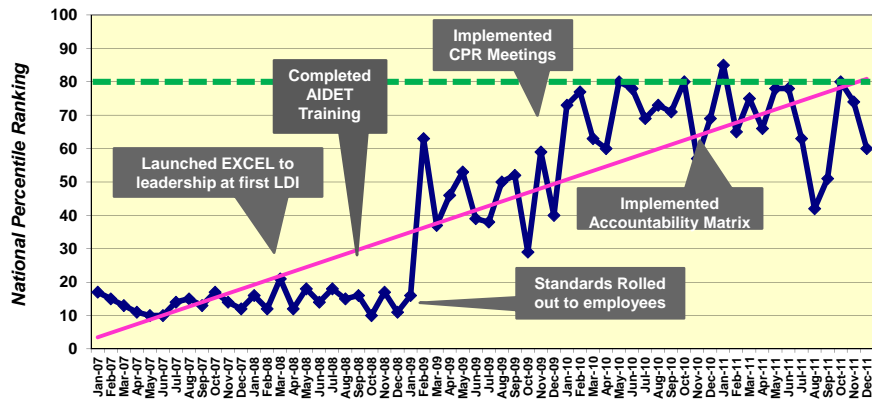
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OU Physician's Overall Scores



OVERALL PATIENT SATISFACTION ALL FACILITIES PERCENTILE RANK

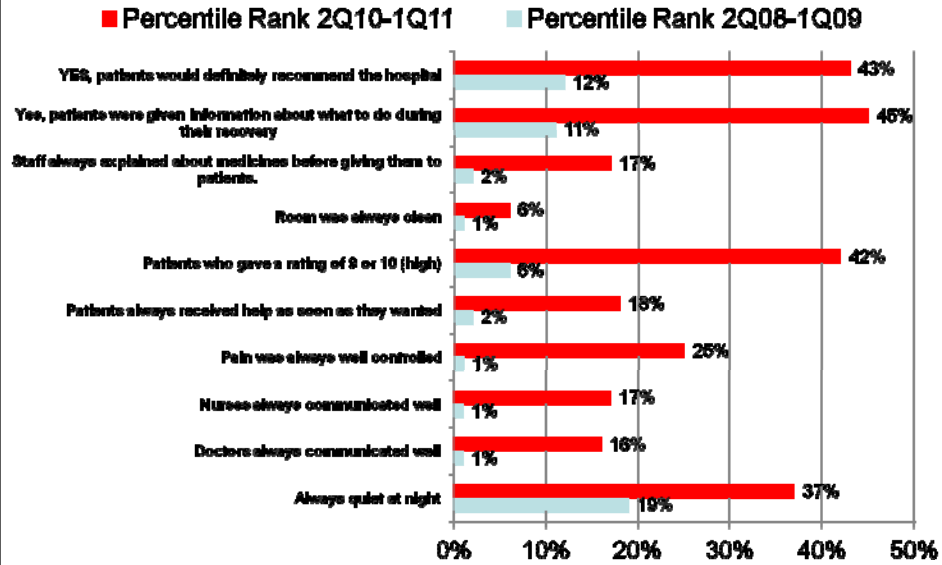


GOAL = Improve Patient Satisfaction Scores to 80th %tile

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OUMC HCAHPS Percentile Improvement



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Continued Focus on Performance Excellence



- Keeping an eye on our pillar goals
- Advancing expectations
- Holding each other accountable
- Expanding use of the LEM tool



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Where have we been?

- Started the journey four years ago
- Tremendous gains with patient experience
- Kept focus on service and quality
- The Enterprise has grown in our abilities and capabilities and is ready for the next step

Where are We Going?

- We must ask ourselves whether just “above average” is good enough?
- Continue to push our expectations
- Setting the bar higher – take it to the next level
- Baldrige Framework (impossible four years ago)
 - Comprehensive Management Framework

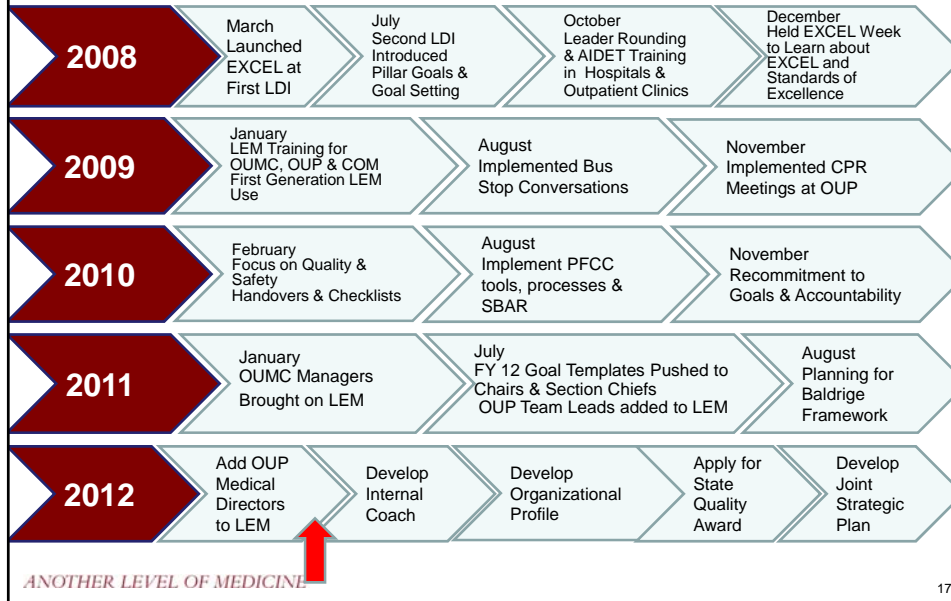
EXCEL 2.0

- Continuation of our journey of performance excellence
- Enhanced version of EXCEL with Improvements
 - Continued focus on Service and Quality
 - Comprehensive framework with an emphasis on Analysis, Process, Consistency and Integration
- Dedicated Resources
 - Enterprise Support Center
 - Internal Coaches
 - Baldrige expert coaching
 - Studer Coaches

Behind the Scenes Leadership

- Organizational Profile 3/28/2012
- Internal Coach Development
- Joint OU Medicine Strategic Plan
- Further LEM Deployment

Next Steps



Staying the Course...Keeping the Vision

- Remember the “train” and its destination.
- Remember when you were skeptical that we could change the culture.
- Remember when I told you about my 15 year vision for our enterprise...
 - my version of a “shining city on a hill.”
- **Let’s continue to EXCEL!**