

SEPTEMBER 2019

Issue 1

Around  
Community

**WELCOME TO STANDOUT!** ... Don't you treasure those days when you go home from work feeling fulfilled and energized because you were able to do what you love at work? Of course you do! That's why we're really pleased to introduce you to StandOut—an approach that will help all of us to work more in our areas of strength—those activities at which we are great and love doing. By partnering with The Marcus Buckingham Company™, we are on an exciting journey to identify the top strengths of everyone at Community by implementing StandOut. This is not a “once and done” project, but an ongoing cultural transformation that will revolutionize how we all approach our work. And when that happens, our teams will achieve exceptional results. *So how do you get started?* You should have received an invitation to take your StandOut assessment on September 4 from StandOut@community.com. Follow the simple directions in the invitation to discover your strengths and officially begin your StandOut journey! *Please click on the link below for more information.*



**WHAT IS THE NET PROMOTER SCORE, AND WHY DOES IT MATTER?** ... Community sets network goals to ensure we're working hand-in-hand on the things most important to our success and our ability to create Exceptional care. Simply delivered. Many caregivers use the network goals to guide them as they set their own goals and priorities. As we measure the patient experience, one thing we track is known as the Net Promoter Score. That metric helps us understand what our patients are telling others about their experiences with us, and

how likely it is that word-of-mouth will bring more patients through our doors. Want to know more about Net Promoter Score, why it's called that and what it means? *Just click on the link below.*



**ONLINE WITH BRYAN: MARKETING EXCEPTIONAL CARE. SIMPLY DELIVERED.** ... We promise that we'll create *Exceptional care. Simply delivered.* We believe no one does this better than we do, and we want our communities to know what it means for them as patients and family members. That's what our new marketing campaign is all about. Please join our CEO Bryan Mills and Ron Thieme, Ph.D., our chief experience officer, as they share what we're telling the people we serve—and how our own talented caregivers have starring roles! *Please click on the link below to read more.*

**COMMUNITY COLLEGE INTERNSHIP PILOT HAS SUCCESSFUL SUMMER** ... This summer, the Learning and Development team coordinated the College Internship Program: Summer Experience 2019 pilot, which provided an opportunity to expose students to careers in healthcare, accomplish special projects significant to CHNw and provide a pipeline of prospective caregivers. Seventeen students participated in the program, representing eight universities and ranging in grade level from college sophomore to second year medical student. The students worked across the network supporting 13 different departments within Community. Plans for the College Internship Program: Summer Experience 2020 are underway, with the goal to increase the number of students and departments involved next summer! *Please click on the link below to learn more about our interns' experiences.*





**CONGRESSWOMAN SUSAN BROOKS VISITS BEHAVIORAL HEALTH ACADEMY** ... Indiana Congresswoman Susan Brooks paid a visit last month to students in Community's Behavioral Health Academy at Community Health Network. Congresswoman Brooks commended the 27 students for pursuing their careers in behavioral health and pursuing their master's degrees. Community partnered with IUPUI, University of Indianapolis, and Ascend Indiana to create an innovative program that streamlines the patient treatment process. When they complete the program, students will be eligible to become licensed clinical social workers and licensed clinical addiction counselors. *Please click on the link to read more.*



**CONGRATS TO CHN ON STROKE GOLD PLUS AWARD** ... Community Hospital North has received the American Heart Association/American Stroke Association's (AHA/ASA) Get With The Guidelines® Stroke Gold Plus achievement award. The hospital also qualified to be recognized as a recipient of the AHA/ASA's Target: Stroke Honor Roll Elite Plus Award. The Gold Plus Target: Stroke Honor Roll Elite Plus award represents the highest achievement an accredited stroke center can achieve for their emergency department, in-patient units, and community stroke program. We celebrate with CHN!