

# ~~INSIDE~~ *INSPIRA*

## ENGAGEMENT & SAFETY SURVEY

*June 3 -24*

- You spoke up.
- We heard you.
- We took action.
- Tell us more!

*inspira* HEALTH

[Click here to see what's new about this year's survey.](#) ➔

## Amy Mansue Honored

# Named Person of the Year by Rowan College Foundation

Rowan College Foundation and Rowan College of South Jersey (RCSJ) honored Amy Mansue, president and CEO, as its Person of the Year at the college's Gatsby Gala: Swinging into Students' Success on April 29.

The Rowan College Foundation and RCSJ honored Mansue for Inspira's commitment to building and enhancing local partnerships between the medical community and educational institutions. Her selection also recognizes the commitment of Inspira's Board of Trustees to support the education of tomorrow's health care providers.

"For more than 50 years, Gloucester's Rowan College Foundation has supported student success through scholarships to help make a quality education accessible and affordable. Donations and fundraising events, like the Gala, provide our students with the financial assistance to reach their academic goals," said Rowan College of South Jersey President Dr. Frederick Keating. "The Foundation's choice to name Amy Mansue "Person of the Year" is fitting and well deserved. Amy is committed to educating future healthcare professionals and employing them within the South Jersey region. This is especially evident by the recent partnership agreement between the College and Inspira, which reinforces the relationship between the education and medical communities by providing scholarships and program funding."



Inspira and RCSJ recently entered into a [decade-long partnership](#) to expand RCSJ's nursing and health professions programs at the college's Cumberland and Gloucester County campuses. In addition to funding scholarships, the partnership will develop new programs to meet the needs of the community (read more about the partnership on page 3).

*"This award represents the efforts of 6,500 employees who support Inspira Health's mission to improve the health and well-being of our community," said Mansue. "Inspira's commitment to the community is captured in this partnership, which will create stronger and more affordable health training programs for the next generation of health care professionals. It truly takes a village to build healthier communities, and I am grateful that we have RCSJ as a partner as we work to improve health and reduce disparities here in South Jersey."*

# Inspira Announces 10-Year Partnership with Rowan College of South Jersey



On April 22, Inspira announced a new decade-long partnership with Rowan College of South Jersey (RCSJ) to expand their Nursing and Health Professions programs, and provide new opportunities for our employees to further their education and training. Through this partnership, Inspira employees will receive a 50% discount on tuition and continue to take advantage of our Tuition Reimbursement Program. The discount will be offered at both the Cumberland and Gloucester county campuses of RCSJ.

This new Premier Partnership with RCSJ reaffirms Inspira's commitment not only to high-reliability and improving the health of the communities we serve, but also to ensure we have highly qualified health professionals to meet the growing and changing needs of our community.

Inspira will invest \$2 million over 10 years in this partnership. By investing in Rowan College of South Jersey, we are investing in our future and the health and well-being of our community.

The partnership provides new opportunities for current and future Inspira employees by expanding Nursing and Health Professions educational opportunities, and, in turn, advancing careers.

Premier Partners



- **Expanded access:** Inspira employees will have access to expanded educational opportunities, including certificate programs and degree programs at RCSJ.
- **Tuition Discount:** The Preferred Partnership discount (50% off tuition) and Inspira tuition reimbursement program will make classes more accessible and affordable. RCSJ is also a participant in the [Garden State Guarantee](#) program where eligible New Jersey residents can receive dramatically discounted tuition and fees to attend an in-state, public college or university; this combined with the Preferred Partner discount can make tuition even more affordable for Inspira employees.
- **Convenience:** The partnership will provide Inspira employees a convenient and affordable path to the Rowan University 3+1 program, which allows students seeking a Bachelor of Science in Nursing to pay community college tuition for three years and just one year of Rowan University tuition.
- **Continuity:** Many of the nursing instructors will be teaching at both RCSJ and Rowan University, providing continuity and a smooth transfer.
- **Training pipeline:** This partnership will allow Inspira to continue to serve as a major clinical site for RCSJ's health care professions programs, with continued opportunities for RCSJ students and graduates to work at Inspira. It strengthens the long-standing connection between RCSJ and Inspira, and will ultimately ensure a steady stream of well-trained health care professionals for Inspira and other providers to meet the growing and changing health care needs of our region.

To see a complete list of educational programs and additional details, please [read this document](#).



## A Message From Warren E. Moore

*Executive Vice President & Chief Operating Officer*

### ***Inspira Health family –***

In February, we put our **Operational Advantage** plan in motion through a Leadership Kickoff where we closely examined the domains in our strategic plan and began discussing a detailed roadmap for Inspira's growth and development.

We are now one quarter into our Operational Advantage plan, and through hard work and dedication from teams across the organization, we have reported some significant progress. I would like to share some of our recent accomplishments and upcoming milestones so you can connect to the work you and your teams are doing to our success.

### **Operational Integrity**

Operational Integrity is in essence a reminder of our ongoing work and development that we continue to do every day. This category focuses on efficiency of care and growing the programs that exist already, like business development and strategic partnerships; focus on our ambulatory locations and clinical service lines; construction projects; safety, security, and emergency management; and more.

#### ***Expanding Access to Care – Elective PCI Services***

- Mullica Hill has completed 42 elective PCIs in 1Q22
- Mullica Hill Cath/PCI volume is up 38% compared to 1Q21
- The second Vineland Cath Lab passed review of DCA and has been submitted to City of Vineland for CO

#### ***Expanding Access to Care – Inpatient MRI Capacity***

- The Mullica Hill team conducted an eight-week pilot, shifting outpatient MRI volume to ambulatory sites, creating fewer outpatient appointments at Mullica Hill and increased capacity for inpatients. Pre-pilot, the turnaround time baseline from order to exam completion was roughly 13 hours; with the expanded inpatient capacity the turnaround time improved to less than seven hours.

#### ***Expanding Access to Care – Salem Medical Center***

- Membership transfer and Hospital Real Estate Agreements have been approved
- Facilities and environmental surveys have been completed
- NJ Legislature approved \$20 million
- Pending approvals from Office of the Attorney General and DOH

## ***Improve Efficiency of Care – Progressive Care Unit (PCU)***

- Vineland launched a PCU pilot program – combining acute care and step down into one care model – ultimately providing improved throughput, increased patient satisfaction, improved quality and increased CMI. The next milestone will be to extend PCU Pilot to 3rd floor of Medical Care Center.

## ***Expanding Access to Care – Welle Training***

- Training for key areas (i.e. security, behavioral health and ED) are ongoing
- 36% of key identified staff completed in-person training
- 71% of all staff assigned have completed training through HealthStream

## **Quality/Clinical Excellence, Patient Safety & Experience of Care**

Quality is the foundation of patient care. The main objective of this domain is to implement a more thoughtful and disciplined network-wide approach to quality that will build upon our successes as we continually strive for top-quality ratings across our network through our HRO journey; improving clinical outcomes; patient and staff safety initiatives; and more.

### ***High Reliability – Implement HRO Training***

- Curriculum has been developed for 2022 to refresh HRO Error Prevention Tools and Leader Behaviors
- Leadership Learning Retreat (LLR) #1 completed on March 16
  - The next milestones will be follow-up Lunch-n-Learn sessions from LLR #1 scheduled for week of April 25 for front-line leaders and LLR #2 set for June 15

### ***High Reliability – Feedback Loops***

- As of March 7, an automated message was implemented in RL to provide feedback to the reporter on the general disposition of a safety event that was entered
- Format shared at March Town Hall meeting
- Safety Stories are being generated from each RCA performed to share the event and learnings across the system

### ***Patient and Staff Safety Initiatives – ID Badge***

- In the last Employee Engagement & Safety Survey, employees expressed safety concerns related to last names on ID badges. A newly designed ID badge, featuring last names in a much lighter font, is currently being rolled out to new employees as they onboard and all employees will receive their new badge by summer.

## **Medical Staff & Physician Platform**

One of our critical growth opportunities as an organization is through an expanded physician network. As such, Inspira is investing considerable resources in: further developing a clinically strong, fully built-out Medical Staff and Physician Platform through Inspira's ambulatory sites as the strategic cornerstone; enhanced physician engagement; physician recruitment; and growing Inspira's Residency programs.

### ***Physician Recruitment – Streamline Recruitment Process***

- Established Resident Stipend as recruiting tool
- Established Resident Executive Leadership Council
- Signed eight new Advanced Practice Providers
- Established monthly outreach visits to local hospitals for resident engagement
- Revised provider compensation model

## Patient/Consumer-Centric Accessibility and Convenience

In order to better become an easily accessible and convenient health care organization – while simultaneously improving brand loyalty and establishing positive relationships with our patients – ***we are reaffirming our commitment to placing the patient at the center of all we do.*** We are doing this by creating a Digital First environment, using technology to help meet the consumer where they are; expanding geographically; optimizing our IT software and programs; and more.

### ***Digital First – Customer Relationship Management (CRM)***

- Discovery sessions completed with all identified network stakeholders to identify Inspira's requirements for a CRM
- Completed a Reverse Demo with Microsoft to highlight shortcomings of current CRM, Dynamics
  - The next milestones will be to engage with top CRM vendors to conduct demos with key stakeholder groups to assess potential expanded CRM capabilities and conduct comparative analysis among top CRM contenders

### ***Digital First – Patient-Facing Technology***

- Identified standards for ideal digital consumer experience which allows us to assess currently used tools and identify gaps that may impact that ideal experience
  - The next milestones will be to connect with current vendors to understand where we may have under- or unutilized features
  - Explore prospective tools for patient-facing digital touchpoints and conduct a comparative analysis on how to support the ideal patient experience
  - Identify metrics to inform on our patients' experience and how they interact with our tools

### ***Patient Experience Journey Mapping – Improve Referral Management***

- Outlined key objectives and held three blue sky sessions with providers, operations, IMG managers and staff
  - The next milestone will be to create the vision for future-state and define system requirements

## Talent, Development, Retention & Culture

To strengthen our employee culture and be a preferred place to work, we will refine the way we approach talent acquisition, development, retention and engagement. Our goal is to establish and promote a culture focused on developing Inspira's employees by building strong dynamic teams while helping employees reach their personal and professional goals. We are realizing this goal through enhancing our employee experience; creating an inclusive community workforce; developing succession/growth plans for our employees; and more.

### ***Employee Experience – Employee Engagement Survey***

- The engagement goals have been added to the organizational MICP scorecard
  - The next milestone is the Employee Engagement Survey will go live June 3 with a 71% participation goal
- Inspira was named a Top Workplace by the *Philadelphia Inquirer* and *NJ.com*

### ***Inclusive Community Workforce – Mission Vision Values***

- The next milestone is completing the rebadging process for all employees (on target for end of Q2). Badges will feature new mission, vision, and values on back.

### ***People Analytics – Oracle***

- The next milestones include the HR Helpdesk and Recruitment & Compensation module implementations

# Population Management & Community Health

Inspira's reach – and our responsibility to deliver safe, high-quality care – extends far beyond our walls. Several of the counties we serve are the most disadvantaged (and sickest) in the state. This domain addresses this need head-on – helping us identify the needs of our community and meet them to the best of our ability. It also echoes our newly updated Vision: *Inspira Health inspires and empowers healthier communities by creating the highest-quality and most desirable patient experience in the region.*

Some key components of this category include care management; providing and enhancing services based on a community health needs assessment; and more.

## **Care Management – Care Model**

- PGY-2 pharmacy (Pharmacy residency) match made for July 1 start
- The Neighbors in Health program, co-sponsored by the Horizon Foundation and Inspira Health Foundation, placed our first Community Health Worker, Maria Alvarado, in Millville. Maria is partnered with IMG Millville Family Medicine and Cumberland Family Medicine but can assist any resident in Millville with a Horizon insurance plan. Since the program began in July 2021, Maria has outreached to 556 members to offer services.

## **Care Management – Clinical Navigation**

- Decision was made to focus on optimizing current Navigation efforts before piloting new conditions
  - The next milestone is to assess current Navigation Programs to identify opportunities for improvement

## **CHNA – Develop CH Improvement Plan**

- The 2022-2024 Community Health Needs Assessment has been completed and areas of opportunities/needs have been identified

## **Community Framework – Mobile Van**

- Formed team to identify opportunities and prioritize initiatives that will maximize use of the Community Health Mobile Van
- Ambulatory operations, services lines and sports medicine completed evaluation of past use to determine capacity for program expansion
  - The next milestones include sports medicine, which has booked the van for six events already in 2022, to do EKG and functional movement screening, and Community Health has partnered with the Cumberland County Library to bring the van out for five events this summer

Operational Advantage will require teamwork from every area and level of our organization to succeed. As a High Reliability Organization, we all have a responsibility to ensure we do everything in our power to put patients first through safety, quality and excellence — Operational Advantage will get us there.

This communication serves as a high-level snapshot of the progress and next steps in our journey. If you have any questions around Operational Advantage, please ARCC them up to your manager. I look forward to communicating updates on our progress as we go through this journey together.

# Leadership Announcements

## Jaymica Patel, M.D., Appointed

### **Chief Medical Officer, Inspira Medical Center Mullica Hill**

Jaymica (Jamie) Patel, M.D., FACFM, has been appointed the new Chief Medical Officer of Inspira Medical Center Mullica Hill as of April 25.

Jamie began her nearly 20-year tenure with Inspira as Chief Resident of the former Underwood Memorial Hospital in 2005, having since held several positions both in the field and in a leadership capacity. Most recently, Jamie served as the Medical Director and Senior Site Director of Hospital Medicine at Inspira Health Mullica Hill and Woodbury, as well as at Cooper University Hospital's Division of Hospital Medicine. Over the course of her career, Jamie has been instrumental in improving the patient experience and health outcomes by bringing forth new technological innovations and improving processes along the patient journey; driving High Reliability principles, particularly during the ongoing COVID-19 pandemic through the development and

execution of the surge plan, as well as assisting with the momentous hospital move from Woodbury to Mullica Hill; attracting and retaining talent through establishing successful residency programs and mentoring staff; and much more.

In her new role as Chief Medical Officer, Jamie will be responsible for assuring safe, effective and efficient delivery of quality medical care consistent with the mission, vision and values of Inspira. In addition, she will provide medical oversight, expertise and leadership to ensure the delivery of affordable quality health care to our community, ultimately helping to propel our strategic growth plan.

We are confident that by promoting Jamie – someone who understands the intricacies of not only our health system, but of our community as well – we will be able to better serve and meet the unique needs of the South Jersey community.



Anneliese McMenam, Senior Vice President and Chief Human Resources Officer (left), and Betty Sheridan, Chief Administrative Officer, Vineland, Elmer & Bridgeton (right), say thank you and celebrate the employees during Inspira Health Center Bridgeton's Employee Appreciation Week celebrations on May 9.

## Inspira Celebrates Employees

Inspira celebrated [National Nurses Day](#) on May 6 and Healthcare Employee Appreciation Week from May 9-13. To show a token of appreciation, Inspira provided all employees with an Inspira branded beach towel; hospital staff with catered meals from Mission BBQ and treats from dessert trucks; and Ambulatory locations will receive catering at their manager's arrangement. To view photos from the celebrations, [click here](#).

# Reliability

## Speak Up for Safety Great Catch of the Month

***Teresa Preziosi, R.N., & Shanda Richer,  
Nurse Manager, Medical Outpatient,  
Inspira Medical Center Vineland***



Teresa Preziosi, R.N.



Shanda Richer, Nurse Manager

**Teresa Preziosi, R.N.**, in Medical Outpatient at Vineland, was caring for a patient who was scheduled for a monthly injection. Teresa noticed the patient arrived looking lethargic, extremely short of breath and complaining of back pain that started a few days prior with radiating pain to his shoulders. Teresa completed the patient's vital signs and Applied a Questioning Attitude when they were abnormal.

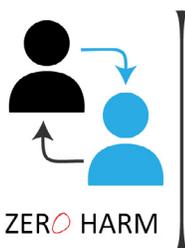
Teresa notified the patient of the abnormal vital signs and recommended evaluation in the Emergency Room (ER). The patient was very insistent that all he needed was his injection to feel better, but Teresa, leading with safety first in decision, explained to him that he needed further evaluation. Still insisting all he needed was his injection, Teresa contacted **Shanda Richer, nurse manager** of Medical Outpatient, for a cross check to Validate and Verify the recommendation of further evaluation in the ER.

Shanda agreed, advising the patient that he required further evaluation as what he described were classic signs and symptoms of a heart attack. He agreed,

and Shanda took him down by wheelchair to the ER, where upon arrival they did an EKG to determine that indeed he was having a STEMI. He was taken to the Cath Lab for an immediate intervention, sent to the ICU to recover, and was discharged home. He has now resumed his weekly injections in Medical Outpatient.

This Great Catch highlights why we must lead with safety first in all we do, Apply a Questioning Attitude when something doesn't feel right, and use our HRO Tools to put patients first. Teresa Applied a Questioning Attitude by Validating and Verifying her clinical assessment and asked for a Cross Check regarding her intuition to get a more thorough work-up for her patient. Shanda listened and ensured the patient safely made it to the ER. Had Teresa and Shanda not acted as they did and the signs and symptoms been left untreated, it could have potentially caused severe harm, or death to the patient.

### Safety Tool of the Month: **Peer Check**



**Peer check is simply watching out for each other**

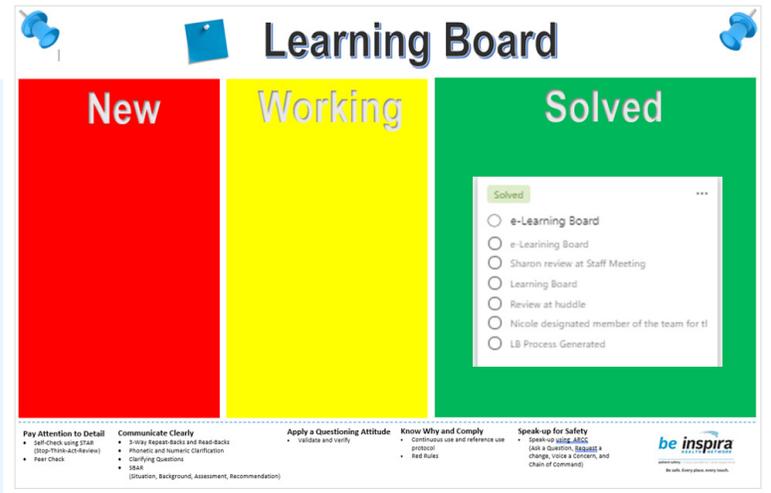
Peer check each other's work and be willing to be "peer checked" – and be sure to thank them for doing so!

# Learning Boards

## Quality & Patient Safety, Bridgeton, Elmer and Vineland

**Sharon Grusemeyer**, director of Quality and Patient Safety and Infection Prevention for Bridgeton, Elmer and Vineland, facilitates her department Daily Huddles virtually via Microsoft Teams.

**Sharon shared**, "We are able to review key topics of the day that impact employee and patient safety and operations while abiding by COVID-19 safety guidelines. Having staff across three campuses did not allow for all of my staff to meet face-to-face. Since transitioning huddles to a virtual platform, we are now able to meet as a team across three campuses and review our Learning Board virtually. A recent concern added to the New (red) section of the Learning Board was related to the Learning Board itself. As a team we reviewed the concern we had regarding the use of the Learning Board and realized we have staff using our Virtual Learning Board via Microsoft Teams and also our Physical Learning Board. The staff wanted to focus their efforts solely on the virtual Learning Board for centralized access from anywhere, but quickly found that those who weren't as comfortable with the new technology were not always able to use the Learning Board as they had been using the physical Learning Board, ultimately creating a barrier. Nicole Wright, safety coach and Bariatric Clinical Outcomes manager of Quality & Patient Safety at Inspira Elmer and Vineland, offered to serve as the designated member of the team for the department Learning Board. We moved the stickie note to the Working (yellow) section of the Learning Board. Nicole, who attended the Microsoft Teams Champion course through Inspira University, created a process for our team. Nicole emails the team weekly showing an update of the board and asks for additions, changes, and feedback. The feedback received is implemented and then discussed amongst the team during the huddle. It has kept our team focused and driven to see changes and bring feedback to the table in a timely manner. We celebrated moving the stickie note to the Solved (green) section of the Learning Board. I'm confident now that the



The Quality and Patient Safety Team in Bridgeton, Elmer and Vineland utilize their Learning Board virtually via Teams.

concerns staff have are being placed on the Learning Board and we will review them at our Huddle. The Learning Board is a great tool for staff to see the concerns work through the process. The Learning Board, physical or virtual, is a great tool for leadership and staff to ensure communications are cascaded reliably through the department."

### Nicole shared,

"We can have a fully engaged team, but if our process has an issue or a barrier it won't work. We need to proactively look for solutions to help get the feedback to strengthen our team. I felt comfortable with Teams and being our learning board representative because of the education offered to me through Inspira University. Sharon empowers all of us to take on additional roles to help us grow ourselves and our team and that keeps us invested in our department."



Pictured Dawn Gelsi-Collins, director of Culture and Engagement (left), and Jane Jelesiewicz, Safety Coach and Coordinator of Organizational Development

## Organizational Development

Following the 2021 Engagement and Safety Pulse Survey, **Dawn Gelsi-Collins**, director of Culture and Engagement and **Jane Jelesiewicz**, safety coach and coordinator of Organizational Development, placed a handful of sticky notes in the New (red) section of their department Learning Board related to the 2022 Engagement and Safety Survey.

Throughout the year, Dawn and Jane moved the sticky notes to the Working (yellow) section of the Learning Board as they made changes. They began by gathering feedback, via focus groups with employees, about the survey results and the overall process. Focus groups were held virtually via Microsoft Teams with senior management, department leadership, frontline staff, safety coaches and other committees to assist with action planning. During these sessions, Jane collected a running list of concerns and analyzed them with the Engagement and Safety Survey results. They heard clearly from those at the sharp end that many were not comfortable Speaking Up for Safety, and in some cases, many felt that when they did speak up, it was met with either no feedback or a punitive response. The analysis was shared with senior leadership to assist in network action planning where it was decided we would focus on our Culture of Safety. As a High Reliability Organization, Inspira dedicates itself to a Just Culture where employees are empowered to Speak Up for Safety by reporting safety issues and mistakes without the fear of retaliation.

### **Dawn shared,**

*"As Jane and I worked on the network action planning, we were also working on our department action plan from the survey. We focused on the planning of the 2022 Engagement and Safety Survey. The Engagement and Safety Survey serves as one of our tools for staff to speak up about their experiences. We made significant changes to the survey beginning with communications. We worked closely with Kelsey Pollard, digital communications manager in Corporate Marketing, to give the promotional materials a fresh look and feel. In response to employee, physician and resident feedback, we have added a QR code to make accessing the survey from your phone much easier. In addition to our core Engagement, Safety and Magnet (RN's only) question set, you will see some newly added questions regarding your well-being, psychological safety, and remote work engagement. Supporting low participation areas is our focus now. We are working with Information Systems and Marketing to find ways to remove barriers, particularly for those employees who don't spend most of their day at a computer. Since the survey is only once a year, sticky notes on the Learning Board were a great way to ensure we didn't forget about the action plan items."*

**You spoke up. We heard you. We took action. Tell us more!**

### **Jane shared,**

*"These sticky notes will get a lot of use! As an HRO, we are continuously improving so once the survey is done, they will move from the Solved (green) section, back to the Working (yellow) section of the Learning Board when we receive the 2022 Engagement and Safety Survey results and action planning begins."*

See pages 12-13 for additional information on the 2022 Engagement and Safety Survey.

## What is new about this year's survey?

### ***In 2022, you'll have two ways to access the survey:***

- Unique Link- employees will receive an email with their own survey link on June 3rd, along with two reminder emails, if needed.
- QR Code- employees can scan the QR code that is on all promotional materials, enter the first four digits of their last name, and 4-digit birthday (MMDD) to access their survey.

We've also added a handful of questions a) to better understand your current state of well-being and resilience, and b) your perception of safety (physical and psychological).

After the survey, we are committed to communicating the results to all employees. Improvement plans will be developed at the department, facility/service and organization levels to address areas of concern. We know engagement is not a one-time event and are hopeful we can build on the success since our 2020 survey.

### ***Why should I take the Engagement and Safety Survey?***

Information from the employee survey helps Inspira measure and understand our employees' attitude, feedback, motivation, and satisfaction. Results are used to drive initiatives in many areas, including what types of training are offered and where improvement efforts are focused. It also acts as a report card, so to speak, so leadership can see the impact of engagement initiatives throughout the year. This year, all departments will submit an improvement plan based on their survey results.

### ***How do I know my answers are confidential?***

Confidentiality is key to getting accurate results and that's what Inspira is hoping to get. No one at Inspira Health, not even executives or HR, can find out results for a specific person. To further ensure confidentiality, results to a survey item can only be viewed when at least 5 people have responded to it. (In other words, in a department where only 3 people work night shift, we will not see results specific to the night shift employees.)

## ENGAGEMENT & SAFETY SURVEY

- ✓ You spoke up.
- ✓ We heard you.
- ✓ We took action.
- ✓ Tell us more!

**inspira** HEALTH

We use a third party, Press Ganey, to administer our survey. Press Ganey is a leading provider of surveys in the healthcare arena. If individual results were to be leaked, it would damage Press Ganey's credibility. Sometimes, though, employees accidentally identify themselves when leaving comments. For example, an employee who leaves a comment such as, "I don't think it's fair I am the only person in the department who has to clock in and out" has just self-identified. Please note in the rare event that does happen, that employee's answer to all other survey questions are still anonymous.

## Frequently Asked Questions

### ***How long will the survey be accessible?***

*The survey will be open from June 3rd to June 24th*

### ***How long will it take to complete the survey?***

*The survey should take no longer than 15 minutes to complete. The survey includes safety questions for all employees and Magnet-related questions for nurses at many of our sites.*

### ***I recently transferred into a new role. Do I answer for my new role, or my previous role?***

*We submit a file to Press Ganey called a "hierarchy" (who reports to whom). The hierarchy was submitted on April 25th, so you should answer the survey questions based on your role at Inspira as of April 25th, 2022.*

### ***When can we expect to see the results?***

*We expect the results to be announced during the month of August.*

*Survey continued on next page.*

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## What if I have trouble accessing my survey?

For survey support, please contact Press Ganey's Client Support Desk at [hdesk@pressganey.com](mailto:hdesk@pressganey.com) and a representative will respond to your email within 24 to 48 hours. Client Support Desk hours of operation are Monday – Friday 8 am – 8 pm EST.

You may also email [jesiewiczj@ihn.org](mailto:jesiewiczj@ihn.org) or [gelsicollinsd1@ihn.org](mailto:gelsicollinsd1@ihn.org) for additional support.

## Inspira Cuts Ribbon on Belleplaine EMS Station, Honors Long-time Chief Bill King

Inspira held a ribbon cutting for its EMS station in Belleplaine and honored its long-time chief, William King Sr., for enhancing the capabilities and professionalism of the squad during his nearly four decades of leadership. On January 1, 2022, Inspira purchased the Belleplaine Emergency Corps (BEC) and now provides EMS services to Dennis Township and Woodbine.

King served as chief of BEC from 1981 through 2021. He now manages Inspira's EMS Academy training program. Virtually all the former BEC staff has joined Inspira and

continues to serve the community. In recognition of the legacy of Bill King and his family, the grounds and two buildings that make up the Belleplaine EMS Station have been named the "King Complex."

"The highly respected EMS and dispatch service here in Belleplaine are, in large part, due to the efforts of Bill and his family," said Amy Mansue, president and CEO. "As a regional community health system, we are grateful to Bill, his sons and all the EMS personnel from Belleplaine for their outstanding commitment to the community and the excellent care they provide. We are so pleased they have joined the Inspira family."

Inspira began providing 9-1-1 ambulance service and interfacility basic life support transport to Dennis Township and Woodbine in January. It has also expanded its non-emergency medical transport services to northern Cape May County, and serves as the dispatching agency for Dennis Township. When a resident calls 9-1-1, they directly reach an Inspira Health dispatcher. This arrangement follows the innovative model begun by BEC in 2006, when they became the only private organization in New Jersey to own and operate a dispatch center.

Inspira Health currently provides emergency medical services in six South Jersey counties.



*Long-time Belleplaine EMS Chief William King, Sr., and Inspira EMS Operations Manager Jessica Shaw, share the honor of cutting the ribbon for the Inspira Health Belleplaine EMS Station, and the newly named King Complex.*

# Intelligent Observation Hand Hygiene Technology

Intelligent  
Observation

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As a High Reliability Organization, the safety of our patients, and one another, is placed at the center of all we do; it requires a sustained effort from each of us, every day, all day. By working together and putting our HRO tools, tones and behaviors into practice, we continue to further our momentum in attaining our health system's goals of achieving zero harm and health care-associated infections (HAIs).

Beyond this, our organization also collaborates with, and adheres to safety standards set by premier safety and quality giants, such as Leapfrog. Last year, Leapfrog increased its hand hygiene requirements, including the number of observations each month. As we adjusted protocols to meet those requirements, we identified a number of operational inefficiencies.

We have merged two of Inspira's core tenets – safety and innovation – to improve and monitor hand hygiene compliance at our organization through Intelligent Observation (IO).

IO is an electronic hand hygiene monitoring system that will automatically capture hand hygiene compliance rates and efficacy – for both soap and hand sanitizer – when staff enters and exits a patient's room.

In May, this technology was installed in all inpatient, observation, surgical, and emergency nursing units in the Vineland, Elmer, and Mullica Hill hospitals. We

Step 1



SMARTBADGE INTERACTS WITH SENSORS TO DETERMINE COMPLIANT/NON-COMPLIANT EVENTS AND UPLOADS COMPLIANCE DATA TO THE CLOUD

Step 2



BATTERY OPERATED SENSORS PLACED STRATEGICALLY IN/AROUND PATIENT ROOM SETTING TO MATCH FACILITY'S HAND HYGIENE COMPLIANCE STANDARD

Step 3



DASHBOARD WITH COMPLIANCE DATA, SCORECARD AND TRENDS IS ACCESSIBLE TO CREDENTIALLED STAFF VIA WEB

have started distributing badge reels to personnel in nursing, including RNs, LPNs, nurse aides, unit clerks, transporters, and monitor and scrub techs; after a few weeks, other employees in the clinical area (e.g., physicians, dietary, physical and occupational therapy, EVS) will receive a badge reel as well. Please note that each badge reel is assigned to a specific employee for the purpose of assessing their hand hygiene performance.

As employees enter rooms within the aforementioned areas, their smart badge reel will automatically connect to the sensor above the patient's room, allowing our organization to capture accurate hand hygiene compliance data in real time. This technology will allow us to not only drive improvements, but also measure the effect of interventions, ultimately reducing the number of HAIs and improving patient safety and experience.

For any questions regarding this new technology, please contact Meredith Spena at [spenam@ihn.org](mailto:spenam@ihn.org) or 856-508-1000 x81381.

LEAPFROG  
HOSPITAL  
SAFETY GRADE

## Leapfrog Hospital Safety Grades

Inspira Medical Centers Mullica Hill and Vineland have been nationally recognized with an 'A' for the Spring 2022 Leapfrog Hospital Safety Grade, and Inspira Medical Center Elmer received a 'B'. This national distinction recognizes the centers' achievements in protecting patients from preventable harm and error in the hospital.

We are committed to providing a high-quality, safe and compassionate experience to all our patients, and the community. This recognition reinforces that ongoing commitment of placing the safety of our patients, the community and our employees at the center of all we do.

Congratulations to all the staff at Inspira Medical Centers Elmer, Mullica Hill and Vineland on this recognition! And thank you to everyone across the entire organization for your dedication in fulfilling Inspira's mission, vision and values.