



A Message from our CNO

In 2012, Memorial Hospital and Health Care Center made the decision to be excellent to those we serve- our patients, our families, and the community. We embarked on what we call J2E – our Journey to Excellence. We defined excellence as top decile performance – performance in the top 10% of the nation in all that we do, including, patient experience, employee engagement, and healthcare outcomes. This journey is driven by our use of the American Nurses Credentialing Center (ANCC) Magnet® Recognition Program criteria and the Baldrige Excellence Framework. The Malcolm Baldrige National Quality Award is a Presidential level award and is the highest quality award that is given in the United States. In 2018, MHHCC was the only healthcare recipient and joined a very small and elite group who has achieved the highest level of quality and outcomes. In April 2020, we received our first Magnet® designation from the American Nurses Credentialing Center. Magnet® designation is a nursing excellence distinction, signifying excellent outcomes in nursing engagement, patient experience, and nursing quality indicators. MHHCC is one of only three healthcare organizations in the United States who has achieved both Magnet® and Baldrige status.

The mission, vision, and values of MHHCC are the core to all that we do. They are not just words on a page or the wall. The mission, vision, and values are alive and drive decision making and care delivered throughout MHHCC. Additionally, our front line nurses have created a professional practice model that describes how nurses practice, collaborate, communicate, and grow professionally. It is a model that supports our belief in the importance of superior patient care based on partnerships between nursing and other healthcare partners, patients, families, and the community.

The strategic plan of the entire organization and the nursing strategic plan are closely aligned. The action plans of the nursing strategic plan are carried out by front line nurses through the use of our 90 day team process. The nurses who are closest to the patients are using research and evidence based practice to make recommendations and decisions that promote top decile outcomes and optimal care for our patients.

Shared governance gives nurses a voice and promotes nurse engagement. Shared governance at MHHCC started with the Nursing Practice Council and unit based councils and has grown to include multiple councils – Nurse Management, Nurse Managers Education, Evidence Based Practice, Interprofessional Research, Medical Practice Management, Professional Development, Clinical Apps, and Night Shift Council. We have recently started an Advanced Practice Provider Council to include our Certified Registered Nurse Anesthetists and Nurse Practitioners. This wide variety of shared governance allows an opportunity for every nurse to participate in and shape how nursing is practiced at MHHCC.

Our nurses as well as our nursing leaders have created a caring and supportive culture that makes nursing practice at MHHCC unique and special. I encourage you to explore what nursing at MHHCC has to offer and experience the pride of being a Memorial nurse.

Sincerely,

Lori Persohn MSN, RN, NE-BC
Vice President Patient Services and CNO