

Loma Linda University Heart & Surgical Hospital: Delivering a Next-Generation Patient Experience

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When a brand new hospital opens its doors, the expectations are always high for delivering a stellar patient experience. That was certainly the case when the Loma Linda University Heart & Surgical Hospital (LLUHSH) opened its doors in January 2009. As the newest acute care facility affiliated with Loma Linda University Medical Center, LLUHSH provided the opportunity to apply the latest “best practices” in patient care while fulfilling the mission of bringing health, healing, and wholeness to humanity. In keeping

with these values and our 100-year old tradition of providing care focused on the mind, body and spirit, medical center leadership knew that an attractive facility equipped with the latest technology and trendiest patient amenities would not be enough. We needed to find the right caregivers who would effectively deliver the personal and medical attention that would allow patients and families to leave LLUHSH feeling more enriched and cared for than when they entered the hospital. And we needed the right mix of services to meet the needs of patients, families and our physicians.

First Steps First: Aligning Values

Before opening its doors, LLUHSH committed to a rigorous employee screening process to help hospital management hire staff members who were already personally aligned with the organization’s core values. Hospital leadership implemented CarePix, a proprietary system for assessing and executing peer-based and behavior-based interviewing, selection, and hiring practices that are driven by the core values identified by the Loma Linda University Healthcare

System. Hiring the right people is one of the biggest hurdles any service-based organization can face. Through CarePix, LLUHSH has devoted considerable resources to this function, with great success. During LLUHSH’s first employee engagement survey, conducted by the Gallup Organization, 96% of all employees participated and overall employee engagement showed a 4.28 engagement score on a 5-point scale.

Creating a Healing Environment Based on Respect

LLUHSH patient care services are designed on the Planetree model of care where the focus is placed on the patient and the healing environment. With a warm décor and non-institutional design, LLUHSH offers a hotel-like ambiance where patients feel welcomed and restored. From the warm hues painted throughout the building, to the use of natural light and private patient rooms with their own patios, LLUHSH illustrates a different approach to a hospital. Patients and family members are greeted by a Guest Services representative. Meals can be ordered via the phone in each room and are delivered at

the patient's convenience. The side chairs in the patient rooms fold out into a bed, making family members more comfortable for lengthy visits. Amenities include easy access and parking, free Wi-Fi Internet access, and therapeutic massages for inpatients. At LLUHS, we also place an emphasis on involving patients and their families in their care. Patients are encouraged to review their chart with a nurse or physician. A Quematic system keeps families informed of the patient's whereabouts during surgery.

For physicians, LLUHS offers six operating rooms equipped with the latest technology and amenities that offer a streamlined surgical experience. Designed by doctors for doctors, our surgical suites are booked on a first-come, first-served basis to create easy access for our surgeons. Dedicated convenient parking and dictation areas offer Internet access.

The Right Mix of Specialties

Finding the right mix of specialties means focusing on community needs to determine the highest and best use of medical resources. LLUHS offers services within a few select specialties; cardiology, general surgery, urology, stones, gynecology, bariatrics & metabolic management, plastics and reconstructive breast care, ear, nose & throat, outpatient G.I., along with many "firsts." For instance, LLUMC was the first hospital in the Inland Empire to utilize the da Vinci Surgical System for Robotically Assisted Laparoscopic Pros-

tectomy, and now robotic gyn, gyn-oncology and bladder cancer surgery. Robotically assisted ENT surgery will begin later this year as an addition to a highly recognized service. In 2008, the publication *U.S. News & World Report*, America's Best Hospitals issue recognized Loma Linda University Medical Center's ENT program as #45 in the nation.

By all accounts, our efforts to deliver a next-generation patient experience seem to be working. LLUHS's patient engagement scores, as also measured by the Gallup Organization, have stayed at the 99th percentile ranking—**that is the top 1%**--for the 16 months that LLUHS has been open. Thanks to a concerted effort to hire the right caregivers, offer the right mix of services and a healing patient/family experience, LLUHS is helping to fulfill our mission to continue the teaching and healing ministry of Jesus Christ in an expanding region.

Jesse Mock serves as the Vice President and Administrator of Loma Linda University Heart & Surgical Hospital, the newest facility within the Loma Linda University Health System. Previously he led the Facilities and Environment division for the system, a position he began on December 1, 2004.

Mr. Mock has 20 years of progressive responsibility and leadership in multiple healthcare environments. Mr. Mock's experience lies in facility activation and management within a philosophy of patient-centered care and the healing

environment. He is the executive in charge of the medical center relationship with Planetree, a non-profit organization dedicated to improving the patient experience. A recent appointment includes administrative support and oversight for the health system International Heart Institute. Mr. Mock graduated from the University of Nebraska/Gallup University with his M.A. in Executive Leadership in May of 2008.

Loma Linda University Heart & Surgical Hospital (LLUHS) is a 28 bed facility dedicated to providing a patient-centered, healing environment that offers comprehensive inpatient and outpatient surgical and imaging services. The hospital, designed by physicians to be physician friendly, is located on 24 acres in Loma Linda, California. The 66,000 s.f. facility includes 20 private patient beds, 6 Operating Rooms, 20 Pre-Op rooms, 12 PACU stations, 2 Procedure Rooms, 2 Cath Labs, Radiology Services including a 64 slice CT, 1.5 Tesla MRI, Nuclear Medicine, general radiology and on-site pathology and laboratory services. State-of-the-art cardiovascular care, urology, stones, Gyn, female pelvic surgery, Gyn-oncology, plastics and reconstructive, general surgery, ENT, bariatric surgery, and outpatient G.I. are provided. LLUHS physicians are highly trained and practice minimally invasive surgery including but not limited to; robotic assisted surgery, single-port, and laparoscopic; all offered in one convenient location.

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