

2024 KaiNexicon

# Senior Leader

# Habit Loop

Mary Greeley Medical Center



**Karen Kiel Rosser**  
VP, Chief Quality & Strategy Officer



## OUR MISSION

To advance health through specialized care and personal touch.

## OUR VISION

To be the best.

## OUR VALUES

- People-Oriented
- Respectful
- Innovative
- Dedicated
- Effective



**Mary Greeley**  
MEDICAL CENTER  
Doing what's right.



**Malcolm Baldrige**  
National Quality Award  
2019 Award Recipient



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MEDICAL CENTER  
Doing what's right.



LOCATED IN AMES, IOWA



220-BED  
ACUTE CARE  
HOSPITAL

**1,450**

EMPLOYEES

**250**

PHYSICIANS

**400**

VOLUNTEERS

**10,000**

ADMISSIONS PER YEAR

**30,000**

EMERGENCY ROOM VISITS PER YEAR

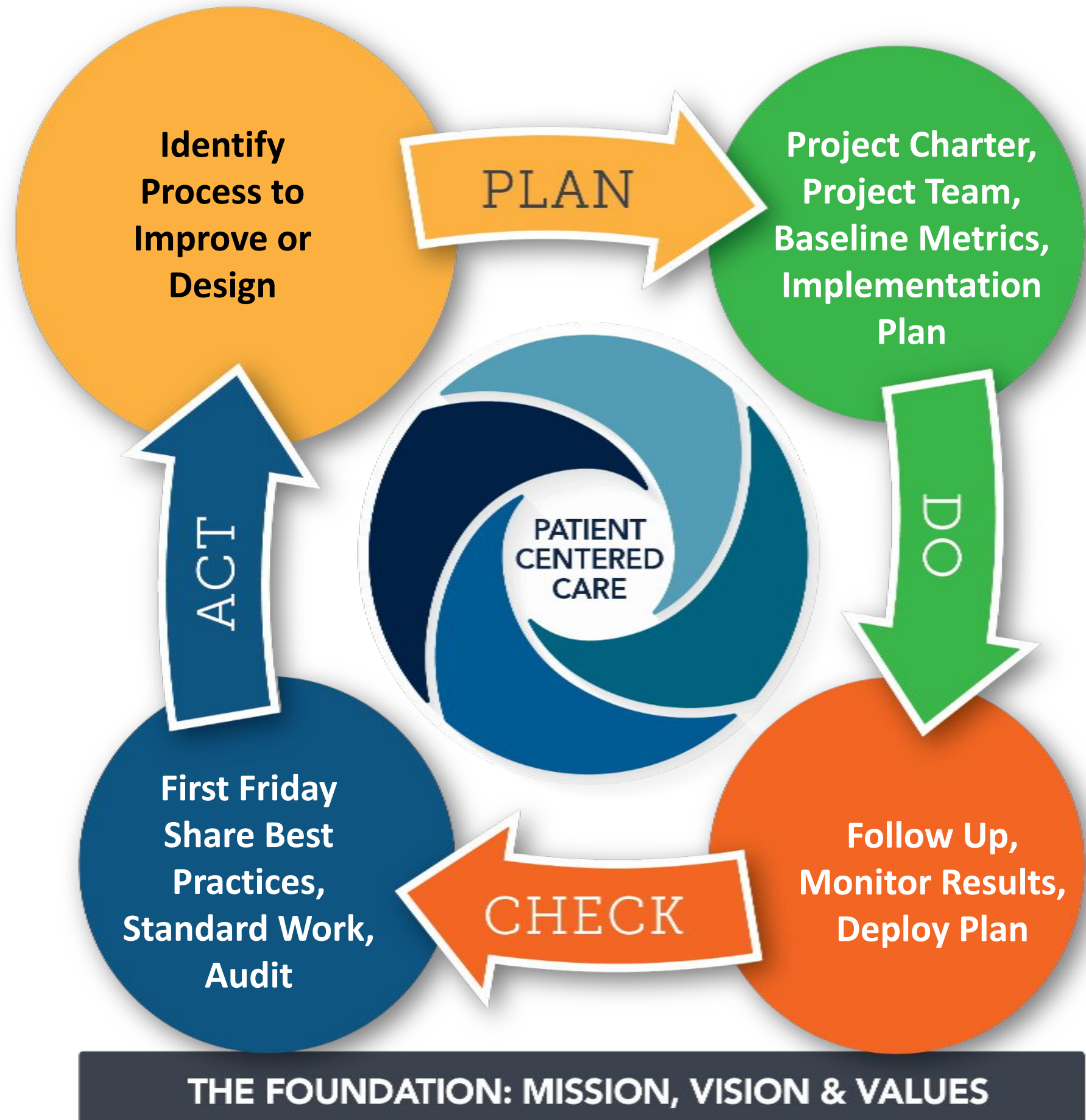
MUNICIPAL HOSPITAL, GOVERNED BY **5**-MEMBER BOARD OF TRUSTEES



**Malcolm Baldrige**  
National Quality Award

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# Process Improvement Model





## Strategic **OBJECTIVES** 2023 – 2025

### Quality & Safety

Best place to receive care

### Operations

Best place to work and practice

### Growth & Partnerships

Increase market share by reducing outmitigation



## Big Dot **GOALS**



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# Big Dot Goals

 Big Dot **GOALS** – 2024



-  **ELIMINATE SERIOUS PREVENTABLE HARM**
-  **IMPROVE THE PATIENT EXPERIENCE**
-  **ENHANCE WORKFORCE DEVELOPMENT & RETENTION**
-  **ENSURE FINANCIAL HEALTH**

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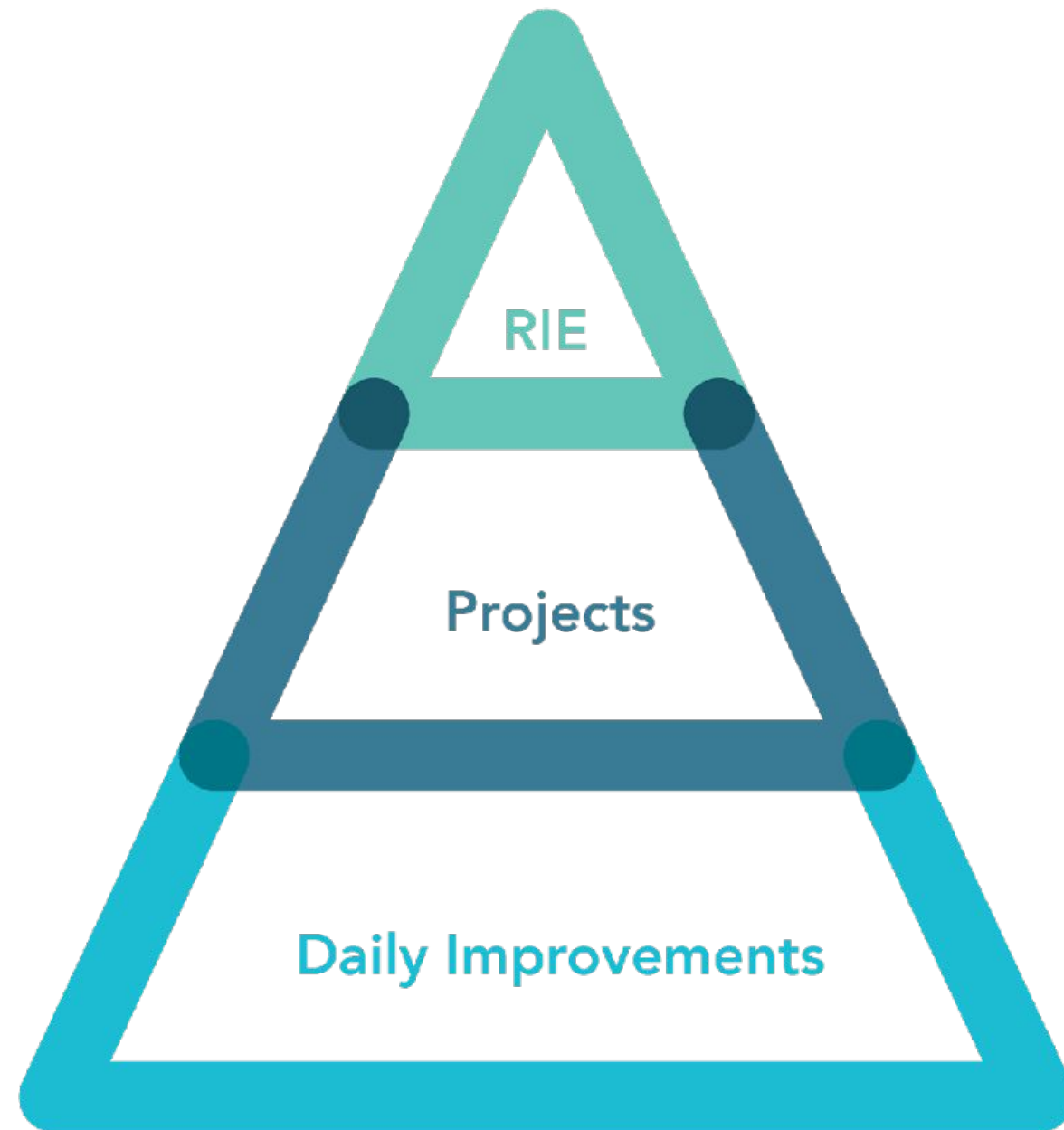
\_\_\_\_\_ **commitment to:**  
(Your Name)

-  **Eliminate Serious Preventable Harm**  
\_\_\_\_\_  
\_\_\_\_\_
-  **Improve the Patient Experience**  
\_\_\_\_\_  
\_\_\_\_\_
-  **Enhance Workforce Development & Retention**  
\_\_\_\_\_  
\_\_\_\_\_
-  **Ensure Financial Health**  
\_\_\_\_\_  
\_\_\_\_\_

At Mary Greeley, we have two roles



# Improve Your Work



## Respect for the work

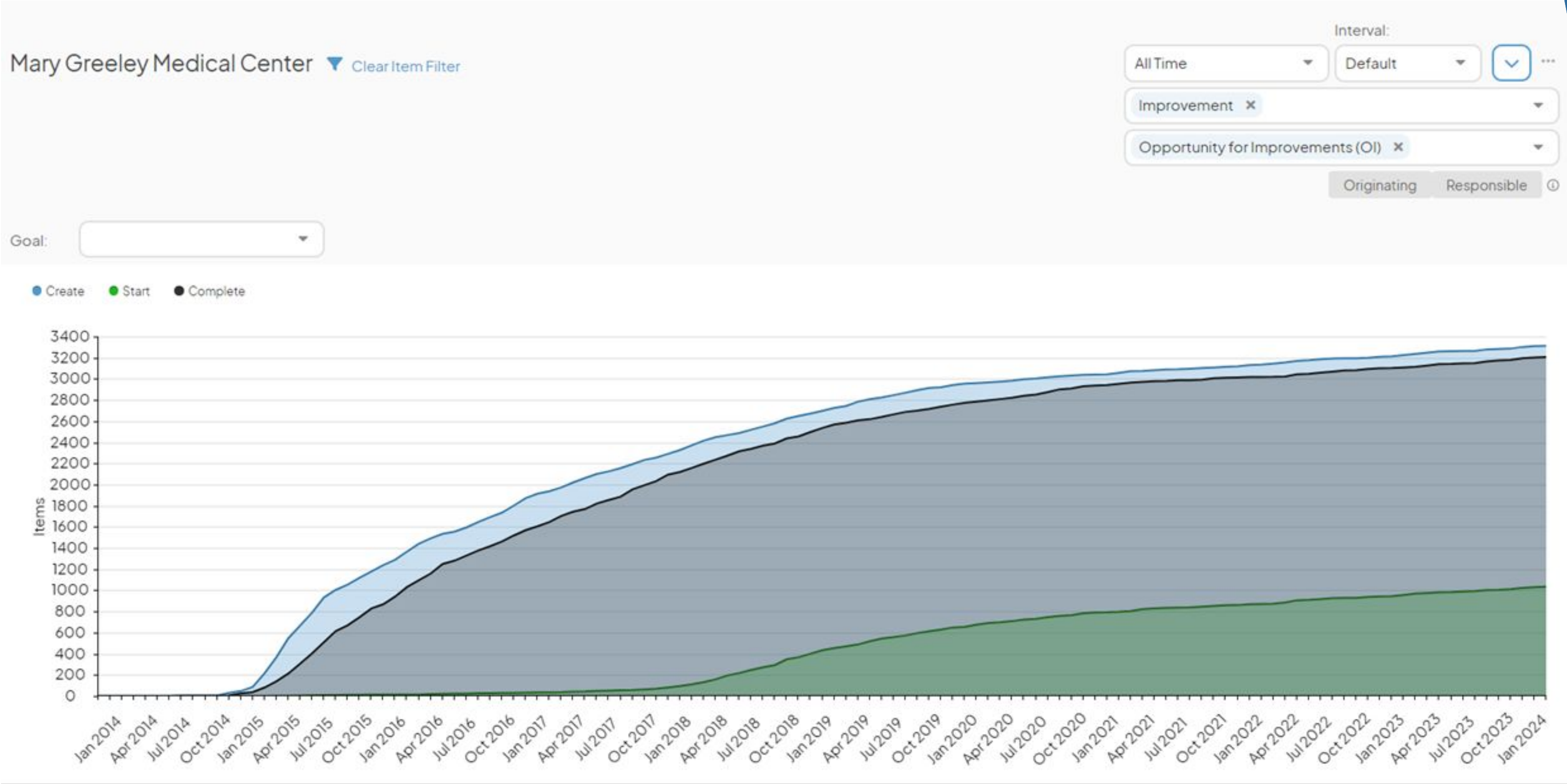
Engaging those closest to the work to identify the problem

## Learning by doing

Empowering staff to identify and solve problems (Daily Improvements)

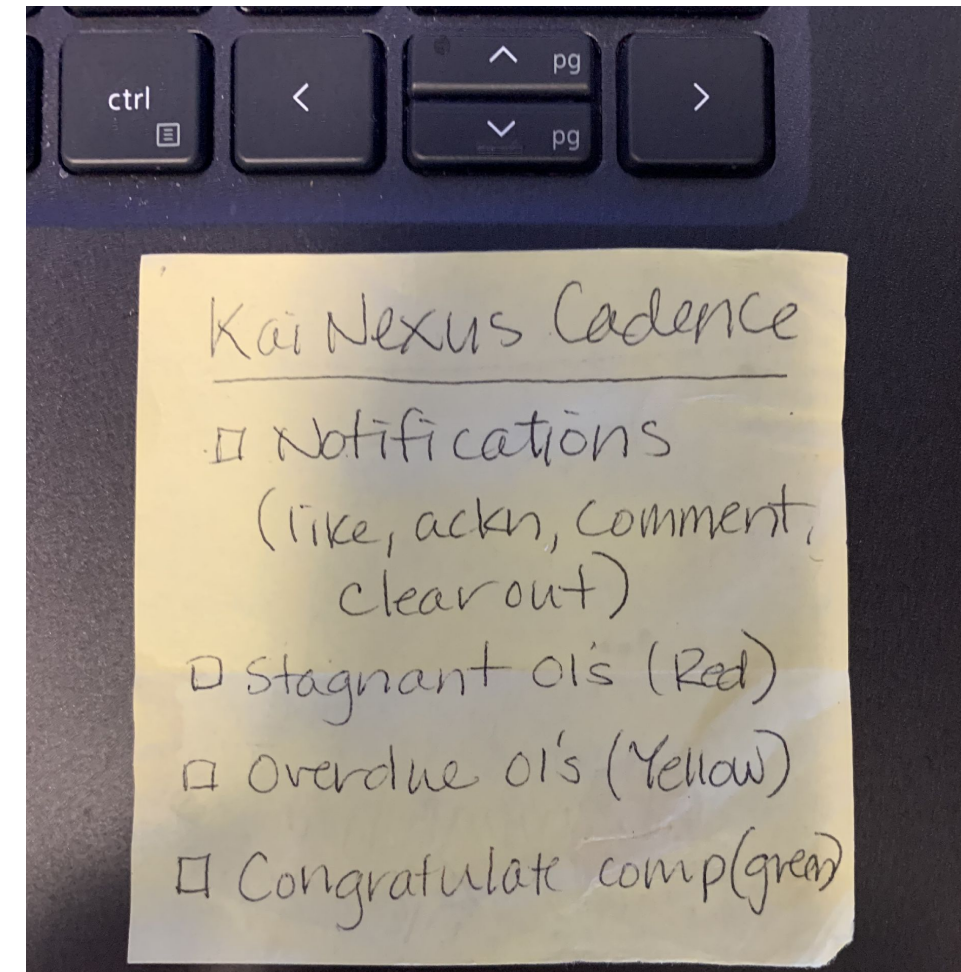


# Nearly a Decade of Submissions



# Senior Leader Habit Loop

- Log into KaiNexus Weekly
- Clear Notifications
- Interact (comment, like, follow) with new submissions
- Recognize completed submissions
- Encourage overdue/stagnant submissions

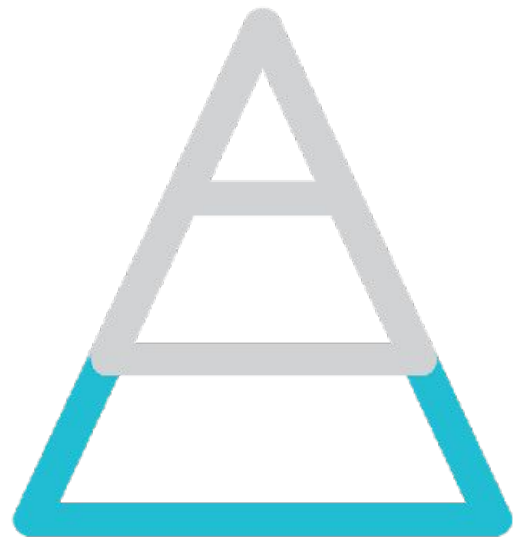




# 51%

OF STAFF HAVE  
USED THE SYSTEM

# 3.2

 AVERAGE  
IMPROVEMENTS  
PER EMPLOYEE

# Daily



## IMPROVEMENTS

- ✓ improved clinical outcomes
- ✓ increased efficiency
- ✓ provides for greater employee involvement and retention



# 2,964

SUBMISSIONS

# 2,810

COMPLETIONS

# 66%

RESULT IN A CHANGE

# Karen Kiel-Rosser

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CONNECT WITH US!



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