



November 18, 2022

A Message to our Community, Medical Staff and CHRISTUS Caregivers

I'm proud to lead and work beside more than 1,300 talented and committed physicians, nurses and other health care professionals across our ministry in north Louisiana. No doubt, the previous 20 months have been an unprecedented time in health care, and CHRISTUS has risen to the challenges quickly, safely and successfully. I've watched as our CHRISTUS teams have remained committed to excellent care, to living out our mission of extending the healing ministry of Jesus Christ. Every day we strive to create a high-reliability culture that fosters and supports patient safety as a core value and I would share details of some of that work with you here.

Because we are committed to delivering the best possible clinical care to our patients, we benchmark and measure our performance against other hospitals across the country. We rigorously measure quality and patient safety in our drive to deliver exceptional patient outcomes and have taken major steps to build a system of care that ensures timely, accurate, safe and effective treatments.

As part of our efforts, CHRISTUS consults with experts at state and national quality organizations to enhance internal resources and to support accreditation and certification for our hospitals, specialty clinics, and outpatient services. These external groups include, but are not limited to the Center for Medicare and Medicaid (CMS), the National Committee for Quality Assurance (NCQA), and the Commission on Accreditation of Rehabilitation Facilities (CARF), the Institute for Healthcare improvement (IHI), The Leapfrog Group (TLG), and the National Association for Healthcare Quality (NAHQ).

In our commitment to eliminate preventable patient harm through the detection and correction of system weaknesses, we have implemented high-reliability strategies such as self-checking (Stop-Think-Act-Review), peer checking, communication tools (Situation-Background-Assessment-Recommendation), Leader Rounding and Daily Safety Check-ins. We strive to see things from the patient's perspective and engage Qualtrics to assist in surveying our patients about their experiences and the care we've provided. This information is used to inform improvement activities and to celebrate team members mentioned by patients for their outstanding clinical expertise or compassionate care. Further, CHRISTUS

participates in the process sponsored by The Joint Commission (TJC), an independent organization that sets the standards for measuring health care quality, accrediting more than 19,000 health care organizations and programs in the United States.

Over the past year, even during surges and throughout the pandemic, we have maintained a sharp focus on our journey towards meeting the cutting-edge performance measures that we have established for ourselves, which has led to several awards and recognition:

- CHRISTUS Cancer Treatment Center: certified by the American College of Surgeons Cancer on Commission (CoC)
- Bariatric Center: certified by the Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program (MBSAQIP) and recognized by Aetna as a Bariatric Institute of Quality (IOQ)
- Diabetes Education Recognition Program: certified by the American Diabetes Association
- Cardiovascular care: Chest Pain Center accreditation and certified as a Transcatheter Valve Aortic Replacement (TAVR) center through the American College of Cardiology
- Cardiac Rehabilitation program: certified as an Intensive Cardiac Rehab Program through the American Association of Cardiac and Pulmonary Rehab (AACVPR)
- The Birth Place: recognized with the Birth Ready Designation by the Louisiana Perinatal Quality Collaborative
- CHRISTUS Coughatta Health Care Center: certified Emergency Room as Acute Heart Attack Ready through The Joint Commission (TJC)
- A designated Children's Miracle Network (CMN) Hospital and Panda Cares Center of Hope designation under CMN for CHRISTUS Kids OP Therapy Clinic

These examples of recognition for high quality care attest to our goal to be this area's highest quality provider of care. Quality improvement is a continuous process and a team effort, and I am exceedingly grateful for the collaboration among our medical staff, caregivers and outside experts. Together, we work daily to ensure that the care we provide is of the highest quality, even during the most challenging of times.

Sincerely,
Dr. Steen Trawick
CEO / CMO