

From the University of Mississippi Medical Center Division of Public Affairs
CHILDREN'S HOSPITAL SYSTEM RECEIVES QUALITY AWARD

Media contact: Jen Hospodor at (601) 984-1105 or jhospodor@umc.edu. Photo attached.

JACKSON, Miss. – Children's of Mississippi, the health system anchored by Batson Children's Hospital, has received a 2013 Achievement Award for Performance Excellence from an institution associated with the Malcolm Baldrige National Quality Award, the nation's only presidential award for performance excellence.

Guy Giesecke, chief executive officer for Children's, said the accomplishment was a team effort between the staff, the leadership and the physicians.

"We all have a common goal, which is to improve the health of Mississippi's children," he said. "I'm very proud of the direction we've been going and this award confirms that so much of our hard work has paid off and verifies the high level of quality and service to our patients from an outside organization that looks at hospitals throughout the southeast."

The state-level award, presented by the Alliance for Performance Excellence, represents the required first step toward attaining a coveted Baldrige Award.

Shannon Wentz, director of quality and coordinated care, helmed the lengthy application process that began in the spring. The effort included an extensive written report that examined seven strategic areas within the organization including leadership, strategic planning, customer and market focus, workforce focus, operations focus and results, and measurement, analysis and knowledge management.

"It really made us flesh out every area of the organization," she said. "We really had to look deep into our processes."

Sue Weather, executive director of the Arkansas Institute for Performance Excellence, presented the award and noted that many organizations would like to have earned the honor.

"The fact that you accomplished it in such a small amount of time is truly amazing," Weather said.

Wentz and Dr. Rick Barr, Suzan B. Thames Professor and Chair of Pediatrics, remarked that everyone was pleasantly surprised to attain the "Achievement" level of the award, which is the second highest level. There are four levels with the highest level being the Governor's Award.

"We just thought the process would make us a better organization," Barr said. "We knew we'd find out things about ourselves that we're doing well and we'd also find areas of improvement and we did."

Wentz said when she was hired a year ago, she knew there was great work going on within the organization, but also saw a need for recognition of that work from outside authorities.

"This is a validation of the work we do every day," she said.

Cutline: Children's of Mississippi received a 2013 Achievement Award for Performance Excellence from the Alliance for Performance Excellence, a national program affiliated with the prestigious Malcolm Baldrige National Quality Award. Sue Weather, executive director of the Arkansas Institute for Performance Excellence, presented the award to Dr. Rick Barr, left, Suzan B. Thames Professor and Chair of Pediatrics, and Guy Giesecke, chief executive officer of Children's.

####

12/4/2013

Please forward this message to colleagues who might be interested. If you wish to be removed from this list or know of a colleague to add, send an e-mail message to: jhospodor@umc.edu.

About Children's of Mississippi

Children's of Mississippi, part of the University of Mississippi Medical Center, encompasses all the pediatric services available at UMMC and at clinical sites throughout Mississippi. At the heart of these services is Batson Children's Hospital, the state's only hospital devoted exclusively to the care and treatment of sick and injured children. The Children's of Mississippi network brings specialized clinical care for children to communities across the state, making it easier for families to get the treatment they need closer to home.

About The University of Mississippi Medical Center

The University of Mississippi Medical Center, located in Jackson, is the state's only academic medical center. UMMC encompasses five health science schools, including medicine, nursing, health-related professions, dentistry and graduate studies, as well as the site where University of Mississippi pharmacy students do their clinical training. The Medical Center's health-care enterprise includes five hospitals in the University Hospitals and Health System, and University Physicians, the faculty group practice. The Medical Center's threefold mission is to educate tomorrow's health-care professionals, conduct innovative research to improve human health, and to provide the highest quality care available to the state's population. A major goal of the Medical Center is the improvement of the health of Mississippians and the elimination of health disparities. For more information, contact the Division of Public Affairs at 601-984-1100 or visit us on the Web at umc.edu/publicaffairs
