

GE
Healthcare Financial Services

At The Customer, For The Customer
Case Study

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in the empowerment and how
much the staff is engaged in
their work.”

Mary Jim Montgomery
Senior Vice President – Patient Care Services
Evergreen Healthcare



GE helps Evergreen Surgical Center build valued relationships

The Surgical Services Center within Evergreen Healthcare features state-of-the-art equipment, a competent, caring staff and a focus on providing the best patient care possible. Despite its resources, the center was struggling to build referral relationships with external surgeons' offices. These key partners felt Evergreen was missing the mark when it came to gathering complete, quality information during the surgical pre-admissions process, which could impact every aspect of a patient's experience with their facilities.

The Evergreen team was dedicated to finding solutions to these operating issues and sought an external perspective to jump start the effort. That's when they called on their lender, GE Healthcare Financial Services, for guidance.

Through its program *At The Customer, For The Customer*, the GE team held a Lean Action WorkOut™ session with key Evergreen stakeholders to understand the center's issues and work to develop solutions. Once Evergreen identified the issue, its team worked toward solutions to help the staff understand and appreciate how each person and department contributes to creating a positive experience for the patient.

"The WorkOut session was successful in bringing diverse perspectives to the table and getting buy-in from the key stakeholders while learning to hear the voice of the customer," said Mary Jim Montgomery, senior vice president of patient care services for Evergreen Healthcare.

The Evergreen team has rallied around the goal of improving process efficiencies and focusing on the ultimate care of the patient. The center has streamlined its surgical pre-admissions process by creating an algorithm to help identify which patients need an assessment over the phone and which need to be done in person – this helps in allocating nursing resources more efficiently. Evergreen also leverages data to help evaluate challenges and successes to develop new processes.

Other results from the session include:

- The formation of a physicians' quality review committee, which identifies issues and determines how to recognize and reward positive efforts.
- Paper reduction, thanks to a new H&P form that will be stored electronically, enabling same-time access to both the surgical pre-admissions team at Evergreen and physicians' offices.
- Plans to redesign portions of the center to make the space more convenient for patients.

The biggest change has been better communication between surgeon offices, scheduling, and surgical pre-admissions. The result is a decrease in "surprise" patient add-ons and improved pre-scheduling.

"From attending the Lean weekly meetings, I can see a visible difference in the empowerment and how much the staff is engaged in their work," Montgomery said. "This project had high visibility because it crosses so many departments and services."

With its new systems in place and an increased appreciation for teamwork, Evergreen Surgical Center has positioned itself to build its referral base and address regulatory issues – two factors to maintaining a position as a leading care provider in the area.

For more information on how we can help you successfully meet your business objectives, contact us at 1-800-598-6201 or visit us at www.gehealthcarefinance.com.



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Customer Profile

Evergreen Healthcare
Kirkland, Washington

Evergreen Surgical Center is part of Evergreen Healthcare, a community-based health care organization serving more than 400,000 people throughout northern King and southern Snohomish counties. Evergreen Healthcare's services are the most comprehensive in the region and include medical groups, home care, hospices and other health-related services. Evergreen Healthcare offers clinical excellence in all major services, including cardiac care, cancer care, surgery and maternity care.

Since opening its doors in 1972, the group's patient and family-centered philosophy, combined with its commitment to advancing medical technologies, has enabled Evergreen to provide patients with exceptional care.

Evergreen Surgical Services offers a comprehensive range of surgical services, from progressive minimally invasive procedures to complex neurosurgery, providing the Eastside community with services that are leading-edge and conveniently located close to home.

Evergreen offers two surgical environments: Evergreen Hospital Medical Center – a 244-bed facility and the cornerstone of Evergreen Healthcare, which provides both in- and outpatient surgeries; and the Evergreen Surgical Center, which specializes in outpatient, same-day surgeries.

Lender Summary

GE Healthcare Financial Services has provided:

- \$2.2 million in medical equipment financing