

Pillars of Excellence

Pillars of Excellence Nomination Criteria

Our system-wide recognition program is designed to celebrate team members who bring the Palmetto Health Experience to life.

[Nomination Form](#)

Nominate an individual, cross-functional team or department for their great work under one of Palmetto Health's six Pillars of Performance:

- People
- Service
- Quality
- Finance
- Growth
- Community

Nominations will be made at the entity level. Entities include:

- Ambulatory Services
- Baptist
- Baptist Parkridge
- Palmetto Health-USC Medical Group
- Richland
- System Services
- Tuomey

Nominations will be accepted beginning Monday, Jan. 22, 2018, through Friday, March 23, 2018. Entity award winners will be announced during Team Member Appreciation Week. Entity winners will qualify for system-level Pillar of Excellence Awards that will be presented in May.

People Pillar

Goal

Attract and retain engaged, loyal team members, physicians and volunteers.

Methods

Award nominees should demonstrate meaningful results in achieving this goal through innovative and successful methods related to one or more of the following:

- Contributing to the involvement and commitment of team members to Palmetto Health's Vision
- Positively impacting the work environment and/or experience of fellow team members
- Going above and beyond to help others feel appreciated and acknowledged for the work they do
- Bringing the Palmetto Health Experience to life
- Supporting the onboarding and development of team members
- Embraces learning and strives for continuous improvement
- Helps foster a happy and healthy workplace by positively impacting the emotional, physical and spiritual health of our team members
- Promotes a culture of trust and safety

Metrics

Measures of success may include:

- Team member, physician or volunteer engagement
- Team member, physician or volunteer recruitment or retention
- Recognition from team members, leaders, patients and/or guests
- Joy(full) cards sent/received
- Personal experiences

Service Pillar

Goal

Provide patients and guests the experience we want for our families and ourselves.

Methods

Award nominees should demonstrate meaningful results in achieving this goal through innovative and successful methods related to one or more of the following:

- Providing an exceptional patient and guest experience

- Exhibiting superior performance in role-modeling Palmetto Health's Behavior Expectations

Metrics

Measures of success may include:

- Patient experience (HCAHPS, Press Ganey, discharge phone calls, iRounding)
- Physician engagement

Quality Pillar

Goal

Eliminate preventable harm and achieve the best possible clinical outcomes.

Methods

Award nominees should demonstrate meaningful results in achieving this goal through innovative and successful methods related to:

- Improving clinical outcomes such as decreasing harm and infections, reducing length of stay, reducing re-admissions, reducing medical errors, or providing a clean and safe environment
- Supporting innovation or infrastructure process improvement that impacts patient health (preventive, chronic, acute) in adoption of evidence-informed practices.
- Optimizing the electronic medical record for timely and efficient input, output and data analytics to track and report the reduction of health care-associated conditions that may improve inpatient quality and patient safety.
- Ensuring competence through skills validation and monitoring training compliance

Metrics

Measures of success may include:

- Harm Index measures (e.g., hand hygiene, PUP, Fall, CaUTI, CLaBSI, Glycemic Control, Pain Management, SCIP, Geriatric, Bariatric, Heart Failure, VAE, VAP, STEMI, Stroke, Resuscitation)
- Centers for Medicare and Medicaid Services (CMS) hospital quality measures
- Joint Commission standards
- DHEC state standards

- Patient safety measures (e.g., HCAHPS – Hospital Consumer Assessment of Healthcare Providers and Systems, CG-CAHPS – Clinician and Group Consumer Assessment of Healthcare Providers and Systems, AHRQ – Agency for Healthcare Research and Quality)

Finance Pillar

Goal

Achieve the long-term financial stability necessary to fulfill our Mission and Vision, and invest in strategic growth.

Methods

Award nominees should demonstrate meaningful results in achieving this goal through innovative and successful methods related to:

- Revenue growth in an area
- Cost reduction in a process
- Reduction in Accounts Receivable (AR) days
- Efficiency improvements
- Net Operating Income (NOI, One Palmetto Operating) Enhancements
- Cost avoidance

Metrics

Measure of success may include:

- Expense reduction with respect to budget
- Revenue growth with respect to budget
- Achieving labor/process efficiency related to productivity goals

Growth Pillar

Goal

Design and deploy a clinically integrated network that delivers value to those we serve.

Methods

Award nominees should demonstrate meaningful results in achieving this goal through innovative and successful methods related to:

- Developing creative and innovative programs, products and service offerings
- Recruiting compassionate and qualified staff
- Serving a greater patient population and higher volumes within current capabilities
- Promoting organizational success and services that impact Palmetto Health goals
- Revenue and clinical enhancements: increased capital, increased revenue, education opportunity

Metrics

Measures of success may include:

- Patient volume
- Net revenue
- Enhanced patient capacity
- Increased physician activity
- Implementation of new programs/products/services

Community Pillar

Goal

Improve the health and wellness of the community we serve; and collaborate with organizations which share our commitment to improve the health of our community.

Methods

Award nominees should demonstrate meaningful results in achieving this goal through innovative and successful methods related to:

- Community outreach which improves health and wellness, and/or provides a positive impact for a specific community or population
- Collaboration with other organizations which are also committed to health and wellness in the local community
- Volunteer activities which aid and support the mission of Palmetto Health within the local community

Metrics

Measures of success may include:

- Volunteer hours and activities benefiting the community
- Length of participation/number of participants in volunteering or activities
- Improvement in the health and wellness of a person or group
- Collaboration with other organizations
- Include the name of the partnering organization and appropriate documentation of verified performance/results

[myPal Home](#) > [Engage](#) > [News](#) > 2018 Pillars of Excellence Award Winners announced

2018 Pillars of Excellence Award Winners announced

May 24, 2018

Today, we held our second annual Pillars of Excellence Awards ceremony. The Pillars of Excellence Award recognizes team members who bring the Palmetto Health Experience to life. Individuals, departments or cross-functional teams were nominated for their great work under one of Palmetto Health's six Pillars of Performance: People, Service, Quality, Finance, Growth and Community. One winner per Pillar was awarded at entity level and those winners are moved on for consideration for a System Pillars of Excellence award. Congratulations! This year's award winners include:



2018 Pillars of Excellence System Winners

People

- Women's and Neonatal Services, Palmetto Health Richland

Service

- Cancer and Blood Disorders Unit – Palmetto Health Children's Hospital

Quality

- Murray Suite, Palmetto Health Heart Hospital

Finance

- Cross-functional team: Palmetto Health Baptist and Richland NICUs, Samantha Cain and Amy Jefferson