

Delnor-Community Hospital, Geneva, IL

Background

Delnor-Community Hospital in Geneva, Illinois set goals to become a national leader in patient satisfaction, as well as the first choice in their primary market. Early in the process, leadership development was identified as a key component for success. Delnor provided Inner Quality Management® workshops, designed by HeartMath LLC, as a vital part of training leaders. The HeartMath® program and the Freeze-Framer™ technology enabled leaders to sustain peak performance, to manage more efficiently in a changing environment, and to maintain a work/life balance. The program was so effective that Delnor offered the training to the entire hospital family, including all employees, board members and physicians.

Process

Delnor-Community Hospital executives attended HeartMath programs initially. HeartMath was offered to all leaders in February of 2000. Subsequently, 1-day workshops were made available for the entire workforce. Participation was voluntary and leadership highly encouraged staff to attend. As of August 2001, 40% of the workforce has attended a workshop. The training is ongoing with a goal of reaching all employees.

“HeartMath has given us tools to make the difference between required courtesy and genuine care.... We have achieved our benchmarks in excellence in patient satisfaction and employee satisfaction. I believe without HeartMath, we could not have reached our potential.”

—Tom Wright, Chief Operating Officer

Results

Our successes include:

- ▶ Improved employee turnover rate: FY (99) 28% FY (00) 26.9% FY (01) 20.9 % This represents annualized savings of \$800,000 FY 01, and 1.2m FY 2002.
- ▶ Of the 422 staff members who have learned the HeartMath tools, the turnover rate in this group is 5.9%, FY 01, and 1.2% FY 2002.
- ▶ Improved customer satisfaction from the 73rd percentile (1st quarter 2000) to a strong and climbing 93rd percentile (3rd quarter 2001), based on the Parkside national database.
- ▶ Ranked #1 in employee satisfaction based on Sperduto and Associates national database of over 300 health care organizations.
- ▶ Decreased Medicare length of stay by 9%, representing \$1.4 million annualized savings.

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