

Perfect Care



Award Winning Services

For the third year in a row, [Covenant Health System](#) was named the Best Hospital in Lubbock in the 2008 Lubbock Avalanche-Journal Reader's Choice Awards. Covenant Child Development Center was named best day care for the second year running.

Covenant Children's Hospital received the following national awards in Physician Satisfaction from PRC: 5 Star Award-Emergency Services; 4 Star Award-Overall Quality of Care; 4 Star Award-Nursing Care.

Covenant Cancer Institute and Joe Arrington Cancer Center received the Commission on Cancer Outstanding Achievement Award for the second time; less than 1.5% of programs nationwide have received this honor multiple times. The COC award is given to comprehensive cancer programs with proven quality outcomes and programmatic development.

Children's ED was rated #1 in the nation - at the 99th excellent percentile - of all hospitals surveyed nationwide by PRC physician perception survey.

Avatar International Inc., a leader in healthcare research and consulting, named Covenant Hospital Plainview a National Award winner for Exemplary Service - Most Improved Emergency Care 2007.



For the third year in a row, Covenant Health System was awarded the 2007 NRC Consumer Choice Award based on consumer responses to four quality indicators - best overall quality, best nurses, best doctors and best image. CHS was the only hospital in West Texas to receive the award. [Top](#)

New Technology and Facilities Show Commitment to Community Physical and Spiritual Health

Thanks in large part to the generosity of our communities and staff In FY 2008, Covenant Health System has \$9.4 million to invest for supporting the physical and spiritual health of our community. Technology, facility improvements and additions include:

- PET/CT scanner
- Renovated Interventional radiology suite with a unique cloud ceiling
- Chapel and lobby renovation at our Lakeside Campus
- Renovation of pediatric offices in our medical office building
- Renovation of patient care areas
- Renovation and new equipment for the Interventional Radiology Department at Covenant Medical Center

Covenant Foundation Provides Light and Warmth

Thanks to the Covenant Foundation, patients will enjoy the benefits of enhanced warmth and illumination. Stainless steel blanket and solution warmers have been purchased and installed to make patients as comfortable as possible.

Magnetic resonance imaging (MRI) patients and their physicians now have the advantages of a state-of-the-art, high-intensity Mobile Surgical Light that is non-magnetic and also offers head-to-toe coverage. This high intensity, highly flexible light source can be directed and focused exactly



where it is needed. It is lightweight and designed to accommodate virtually any room configuration. [Top](#)

Sacred Encounters

Patient Experience Gets New Focus

In February 2008, our Patient Experience Division (PE) hit the ground running with an initiative to reorganize, refocus and reenergize our patient satisfaction efforts. This new multidisciplinary team brings together high customer contact areas such as the greeter center, guest services and patient satisfaction departments and includes some non-traditional departments such as valet parking services and PBX operators.

The PE division works hand in hand with the Chief Nursing Officer and Chief Operating Officer to focus on strategies to support "It's All About The Patient." New activities introduced by PE include daily new patient rounding, senior leader patient rounding and nurse leader patient rounding. These activities bring hospital management out on the floors for a first hand look at how patients regard the care they are receiving.

Our COO leads a Service Excellence Council that focuses the work of the PE division and other aspects of our service excellence journey. Activities directed by the Service Excellence Council include LDIs, Employee and Physician Town Halls, Service Recovery, Measurement, Service Standards and Recognition teams.

At CHS we strive to provide Best Care experiences for our patients using a wide variety of tactics including "Weekly Service Huddles" throughout nursing and support departments. We have also implemented Sacred Service Training, Best Care Patient Communication Boards and Monday Morning COO Service Huddles. Our new HCHAPS training prepares leaders for public transparency reporting, and teaches leaders the tools for improving the patient experience with specific emphasis on HCAHPS and creating a no-variance culture. Earlier this summer, Patient Experience and Mission Services developed a new program, called "HEROES", designed to recognize employees that go above and beyond their normal scope of duties. Patients, family members and or fellow employees can recognize staff by submitting HERO cards.

The PE department has teamed up with Mission Services department to conduct a quarterly series of values-based service training with night time and weekend shift staff. The first offering, "shine your light on sensitivity" had more than 80 percent participation. [Top](#)

Healthiest Communities

Preventing Early tooth Decay and Promoting Healthy Teeth

The [Covenant Health System](#) - Community Outreach Children's Dental programs in Lubbock, Texas and Artesia, New Mexico provide comprehensive dental care in a "kid-friendly" atmosphere to children whose families are without dental insurance and struggle to meet basic needs. The clinics serve school age children up to the age of 18 with a comprehensive range of preventative and restorative dental services.



The goal of both dental clinics is to provide a "dental home" for uninsured or underinsured children. At these clinics, a proactive approach to treatment is developed for each child following a comprehensive exam by the dentist including full mouth x-rays. The dentist then reviews the needed treatment with the parent and points out any potential problems below the gum line that are not yet visible in the child's mouth. The clinics also provide a full range of oral health education for both the parents and the children.

In FY 2008, the Lubbock Clinic provided over 2,400 patient visits and about \$486,000 in services. The school based preventative program associated with the Lubbock Clinic provided



over 800 patient visits and approximately \$55,000 in uncompensated services. The New Mexico Clinic provided almost 1,900 patient visits and approximately \$455,000 in services.

A collaborative effort with the South Plains District Dental Society calls for the South Plains District Dental Society to host, in conjunction with the Texas Dental Association, a “Mission of Mercy” event in Lubbock in 2009. “Mission of Mercy” events gather the resources of volunteer dentists and hygienists from around the state to provide two full days of dental care at no cost to underserved populations in individual communities.

› [Click here for full coverage in Report to the Community](#)

Covenant Health Partners

Covenant Health System has partnered with local physicians to create Covenant Health Partners, a network of more than 280 physicians dedicated to improving the quality and efficiency of health care through clinical integration. Clinical integration provides the opportunity for small groups of physicians to come together and improve quality of care and enhance patient outcomes. Covenant Health Partners uses 86 different measures to ensure that our physicians are providing the highest quality of care. These 86 measures help us reach our goals of improving patient safety, reducing costs and creating a high level of patient satisfaction.



Covenant Health Partners acts as an extension of the hospital’s mission of working with others to improve health and quality of life in the Lubbock community.

The Covenant Health Partnership provides patients with best care by:

- Creating an environment where medical providers work together to ensure a healthy outcome.
- Allowing medical providers to evaluate current medical quality indicators and developing better pathways for care.
- Enhancing communication between patients and physicians.

Visit www.covhp.org for more information [Top](#)