

Welcome to the University of Michigan Frankel Cardiovascular Center



SAMUEL AND JEAN FRANKEL CARDIOVASCULAR CENTER
UNIVERSITY OF MICHIGAN HEALTH SYSTEM

Welcome

Thank you for considering the University of Michigan Frankel Cardiovascular Center for your next career move.

We offer opportunities in areas of patient care, research, administration, and operations.



Welcome

The U-M Frankel Cardiovascular Center is a service organization committed to our Core Values. Our interest in service excellence is the foundation of the Cardiovascular Center's philosophy and culture.



Welcome

The following slides provide an overview of our philosophy and culture which are the qualities we look for in our employees and applicants.

After reviewing the following slides, we hope you will be interested in joining our team of dedicated individuals whose extraordinary talents make the U-M Frankel Cardiovascular Center, one of the best places to work, and to provide and receive patient care.



Our Vision

**The University of Michigan
Frankel Cardiovascular Center**
will be the best academic heart
and vascular center in the world.



Our Mission

The **University of Michigan Frankel Cardiovascular Center** will be a premier center creating an understanding of cardiovascular disease across the life span, through multidisciplinary collaboration between clinicians and scientists to achieve:

- Superior compassionate patient- and family-centered care
- Innovative science and discovery
- Excellence in education



Our Core Values

We, the staff and faculty of the U-M Frankel Cardiovascular Center team, are committed to advancing medicine and serving humanity through living and teaching our core values of:

- **Respect and Compassion:** *We honor and care for one another as individuals.*
- **Collaboration:** *We honor the synergy of team, built on trust.*
- **Innovation:** *We honor individual and collective creativity.*
- **Commitment to Excellence:** *We honor the intrinsic desire to be “Leaders and Best.”*



Commitment to Core Values

- We put our values into action each day with a commitment to always doing our best.
- We understand that in every interaction, we represent our entire organization in the care we give and how we treat each other.
- Those who join our team are expected to model these values – we ask the same of you.



Commitment to Excellence

We all impact the experience of patients, their families and visitors while they are at the U-M Frankel Cardiovascular Center. Each of us is responsible for the service a patient receives.

Ideally we strive to ensure that every patient, family, and visitor receives the best service at all times.



Ideal Patient Care Experience (IPCE)

Ideal Patient Care Experience goals are noted on the next two slides. If you are passionate about providing this level of care or supporting staff members that do – this could be the job for you!

If you are not absolutely passionate about these goals, this opportunity may not be the best fit for you.



Ideal Patient Care Experience (IPCE)

The U-M Frankel Cardiovascular Center is committed to working towards the following Ideal Patient Care Experience:

- The University of Michigan Health System (UMHS) will identify a Patient-Centered Medical Home for each patient that provides continuity of care, coordinates care across venues and promotes provider communication.
- UMHS will create and sustain collaborative partnerships with patients and families through Patient and Family-Centered Care Core Concepts.
- UMHS will provide the highest quality clinical care for every patient.



Ideal Patient Care Experience (IPCE)

- Safety will be a system priority.
- UMHS will create an environment of service excellence for our patients, families and employees.
- Care will be coordinated around the health needs of the patient in a manner that enhances their quality of life and future health.
- UMHS will provide facilities, amenities and aesthetics that promote health and well-being.



Seven Elements of IPCE



Patient & Family-Centered Care

Patient & Family Centered Care (PFCC) brings perspectives of patients and families in the planning, delivery, and evaluation of health care, thereby improving quality and safety.

PFCC involves a true partnership **with** patients and families and healthcare institutions.



Patient & Family-Centered Care

While health care experiences are a normal part of our day; for patients and families, they are not typically their “norm.”

- *“Health care experiences have an indelible quality.”*
- *“When our normal physical and mental functioning is uncertain, or when we are brought face to face with the fragility of life, all of our senses are heightened.”*
- *“As a result, health care experiences, for all the people who play a part in whatever the drama is, whether it be large or small...are situations that people remember with great intensity.”*

Crocker and Johnson, Privileged Presence, Bull Publishing Company, 2006.



Examples of PFCC

- **Family presence.** During patient rounds, codes, end of life, to stay with patient; family initiated rapid response team
- **No visiting hours.** Families are not visitors; they are part of the care team
- **Transparency in information sharing,** including medical records, medication distribution, results, care plan, etc.
- **Including patients and family members in active decision making** regarding their care and the services delivered, especially transitional care



Examples of PFCC

- Create patient family advisory committees where patients have a voice at the table
- Include patients and families on safety and quality committees to improve outcomes, decrease hospital acquired illnesses, and improve safety
- Patients and families review educational material and provide resources for future patients and families
- Patients and families share their perspectives about their experience, so that we may better understand and improve the experience



Service Excellence

We are committed to providing the best customer service in the world at the U-M Frankel Cardiovascular Center – and we are committed to doing so at all times.

This involves all employees in every interaction with patients, their families, visitors, and each other.



Thank You!

If you are interested in committing yourself to the **U-M Frankel Cardiovascular Center's** Core Values, Ideal Patient Care Experience, Patient & Family-Centered Care, and Service Excellence and would like to join our team, please apply for this position.

Thank you for your time -- we hope to meet you soon!

