

## 2024 Volunteer Satisfaction Survey

Be on the lookout to complete the 2024 annual Volunteer Satisfaction Survey! Last year our numbers were off the charts in scoring St. Elizabeth a best place to volunteer at 96.82% and with 98.84% recommending us as a good place to volunteer. Our goal is to do even better this year with your help!

All **active adult volunteers** will be invited to complete the survey beginning tomorrow, August 2.

The intent of this survey is to gauge your perceptions on your experience providing service to St. Elizabeth to ensure we are meeting the mark when it comes to what you are looking for in a volunteer experience.

We consistently evaluate the feedback we receive on these surveys to ensure we are responding to your requests, addressing concerns, and implementing new best practices to guarantee the best possible experience.

We sincerely thank each of you in advance for completing the survey. We value your continued service and for all that you do to support our patients, associates, and community.

### VOLUNTEER SPOTLIGHT



#### Congratulations to Graduates of the St. Elizabeth M.O.O.N. Program

Thank you to all the high school students that participated in this year's M.O.O.N. Program held the week of July 15 at all St. Elizabeth campuses.

The M.O.O.N. Program (Medical Observation Opportunity Network) exposes high school students to Physician and Advanced Practice Provider (APP) career options through observation of various practitioners in the office setting, inpatient/outpatient areas, and in the operating room.

Please visit [www.stelizabeth.com/volunteer](http://www.stelizabeth.com/volunteer) for more information on programs like M.O.O.N. as well as other volunteer opportunities as a high school student.



Last July, St. Elizabeth achieved a significant milestone and met a longtime system goal when Edgewood became our first hospital to receive the prestigious 5-star rating from Centers for Medicare and Medicaid Services (CMS). Today, we are excited to reveal that not only did we reach that milestone again this year, but we raised the bar even higher for excellence for our patients and community. CMS has just announced that both Edgewood and Dearborn have earned the coveted 5-star rating this year!

What does it mean to be a CMS 5-star hospital?

- **The Best of the Best in Healthcare:** Five-star is the highest rating given by CMS. Last year in 2023, it was achieved by only five hospitals in Kentucky, four in Greater Cincinnati, 14 in Indiana and 483 nationwide. This year, only 13% of hospitals in the country were rated 5-star.
- **Highest Quality Rating:** CMS 5-star hospitals are recognized as providing elite-level quality of care, based on numerous performance measures.
- **Seamless Experience:** These hospitals excel in patient satisfaction scores, reflecting positive patient experiences and high standards of care.
- **Clinical Outcomes:** They have superior clinical outcomes, including lower mortality and readmission rates, indicating effective and efficient care.
- **Safety:** Five-star hospitals consistently perform well in safety measures, such as preventing infections and avoiding errors.
- **Innovation and Excellence:** They demonstrate high proficiency in administering timely and effective treatments for a wide range of conditions.
- **Patient-Centered Care:** A hallmark of 5-star hospitals is their emphasis on patient-centered care practices, such as effective communication and respect for patient preferences.
- **Preventive Care:** They are proactive in providing preventive care services, such as vaccinations and screenings, to maintain community health.
- **Guiding Patients:** Perhaps most importantly, CMS ratings are a valuable tool for patients and their families in helping them to make well-informed decisions about their healthcare. They signal the highest standard of care.

This is truly a team achievement made possible by the efforts of every associate throughout, not only Dearborn and Edgewood, but our entire healthcare system. Thank you for your grit, determination, teamwork and commitment to excellence.

## Mark Your Calendar: Flu Shots

Flu Shots are required annual from September through March. Watch for more details the in September issue of *Volunteer Voice*

## 2024 High School Volunteer Program Session 3

Registration for NEW volunteers opens on Monday, August 5 at 3pm. For more information and to register, please go to [www.stelizabeth.com/high-school-volunteer](http://www.stelizabeth.com/high-school-volunteer)

Current volunteers should complete the end of the session survey and contact the Volunteer Office for next session placements.

## Save the Date:Annual Fall Picnic

Tuesday, September 24

Mark your calendar for the second annual fall picnic!  
Details and location information coming in the September *Volunteer Voice*.

## WELCOME JULY'S NEW VOLUNTEERS

- Linda Bricking
  - Cheri Dearborn
  - Deborah Kahny
  - Adam Kolar
  - Sean Shumate
  - Trish Smith
- Brianna Sweeney
  - Brenda Thorup
  - Ava Voss
  - Jordan Walker
  - Cindy Ziegler

*St. Elizabeth Volunteers are passionate about their role in making a positive impact on the patient experience.*

St. Elizabeth Healthcare | 1 Medical Village Drive | Edgewood, KY 41017 US

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