

The 29 Critical Systems that Every Hospital Should Have in Place

These systems must be Reliable, Repeatable, Sustainable, Transferable, and Measureable. Underneath these systems are the processes that lead to the desired outcomes. In addition: What they are, How they work, How improvement happens and How learning is integrated should be well understood by all the employees touched by these systems of processes.

1. Leadership System
2. Governance System
3. Legal Compliance and Ethics System
4. Support to Key Communities System

5. Strategy Development System
6. Strategy Deployment System

7. Customer and Market Knowledge System
8. Patient Relationship System
9. Complaint Management System
10. Patient & Employee Satisfaction Determination System

11. Data Selection System
12. Comparative Data Selection & Use System
13. Data Analysis & Use System
14. Data Availability System

15. Organizational Knowledge System
16. Data, Information & Knowledge Quality System
17. Work Organization & Management System

18. Employee Performance Review System
19. Hiring & Career Progression System
20. Staff Education, Training & Development System
21. Staff Motivation & Career Development System
22. Work Environment Management System
23. Emergency & Disaster Preparedness System
24. Employee Benefit System
25. Staff Satisfaction Determination System

26. Process Design System
27. Process Management System
28. Process & Performance Improvement System
29. Operational Sustainability System

Source: North Mississippi Medical Center, Baldrige Winner, Presentation to WFA