



# 2010

## MISSOURI QUALITY AWARD RECIPIENT

### Capital Region Medical Center

Capital Region Medical Center is a not-for-profit community health care organization serving the mid-Missouri area. CRMC strives to provide an integrated delivery system in the communities in which we serve. The main campus located in Jefferson City is a 114-bed facility offering acute care and outpatient services as well as an accredited rehabilitation center. In addition to being a full-service hospital, Capital Region Medical Center operates an extensive clinic system comprised of over two dozen clinics throughout the eight county region. These include urgent care, family practice, mental health and specialty physician services. CRMC employs 1,400 staff and partners with over 200 physicians.

In 1997, CRMC affiliated with University of Missouri Health Care. The affiliation combines the strengths of an academic medical center with the

strengths of a community-based hospital. The relationship has been positive for employees, hospital families and the people served. As health care reform unfolds, this partnership provides the opportunity for CRMC to develop new health care models and address identified community health needs.

Capital Region's core competencies consist of the exceptional delivery of specialized cancer, cardiac, wellness/rehabilitation and women's/children's services.



The Goldschmidt Cancer Center provides comprehensive, collaborative medical oncology, diagnostic services, chemotherapy and radiation therapy services

from a team of experts, and all under the same roof. Critical cardiac services include invasive cardiac catheterization, vascular lab and open heart surgery. Through the Sam B. Cook Healthplex, extensive outreach wellness programs are offered such as diabetes management, outpatient rehabilitation, therapy and a large community fitness center. Opportunities for collaboration with University of Missouri Health Care include orthopaedics, cardiology, pain management, rehabilitation and pediatrics/neonatology.



Connecting with the community is an important part of the culture at CRMC. The Board of Directors consists of 12 community members. Capital Region Medical Foundation is the fund development and community support organization for CRMC, consisting of 300

community members within the eight county service area. "Partners" is the auxiliary and volunteer organization that has over 260 volunteers and 640 members. These entities along with medical and management staff work to keep people involved and activities coordinated.

The focus at Capital Region Medical Center has always been on the patient, patient's family and their needs. Throughout CRMC's history, the mission has remained the same - "to improve the health and promote wellness of the people and communities we serve" with a vision "to be the first choice for health care through excellent service, compassion and quality." The Five Pillars of Excellence provide a framework and



foundation for strategic plans, focused results, communications, evaluations and goal prioritization at organizational, departmental and individual levels. Service Behaviors provide a code of conduct outlining what is expected of employees when servicing our customers in efforts to continually meet their key requirements.



CRMC strives to facilitate and sustain a positive, challenging, rewarding work environment with a satisfied, competent, diverse workforce who is committed to the organization's

Mission, Vision, Values, Five Pillars of Excellence and Service Behaviors. CRMC fosters an organizational culture of cooperation, effective communications and skill sharing by organizing multidisciplinary teams. These teams work together to develop action plans that achieve high performance. In addition, CRMC has developed a culture in which leaders stress openness, informality and approachability to staff. To improve quality, a policy on blameless reporting of medical errors is practiced. Leadership training and development retreats are held quarterly to provide an avenue for information sharing and ongoing education.

MEDITECH, CRMC's Hospital Information System, has brought advancements in achieving the key customer requirements of efficient and effective care, patient safety and timely communication. CRMC is also implementing an electronic medical record system at clinic sites to improve organizational-wide access for providers as the patient interacts at different levels of the care continuum.

CRMC invests in ongoing facility improvements to provide appropriate patient care and a comfortable healing environment. Currently the laboratory is undergoing renovation designed through use of Lean Six



Sigma methodologies to decrease wasted time and steps in the delivery of patient test results. With all private inpatient rooms,

an expanded Healthplex community fitness center and a combined women's and children's outpatient clinic, CRMC uses their facilities to enhance their core competencies which demonstrates a commitment to quality services and an improved patient experience.

A two-time Missouri Quality Award recipient, Capital Region Medical Center strives to use best practice standards and encourages multidisciplinary participation in development of improvement activities. CRMC increasingly commits more resources to maintain accreditation and licensure, and to improve the essential expectations and requirements that drive high employee and patient satisfaction and excellent service delivery.



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