



FRANCISCAN  
MISSIONARIES  
OF OUR LADY  
HEALTH SYSTEM

# Our Reach Across the State





Kayla and Kristine  
UVA School of Medicine, Class of 2017

# Disruption is good, but even if it's not, it is inevitable.

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PHARMA & HEALTHCARE 10/06/2014 @ 4:46PM | 22,658 views

## Walmart Announces Ambitious Goal: 'To Be The Number One Healthcare Provider In The Industry'

**Get well. Stay well.**  
Affordable, quality family healthcare  
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GovBeat

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# Paradigm Shift

Apprentice



Team





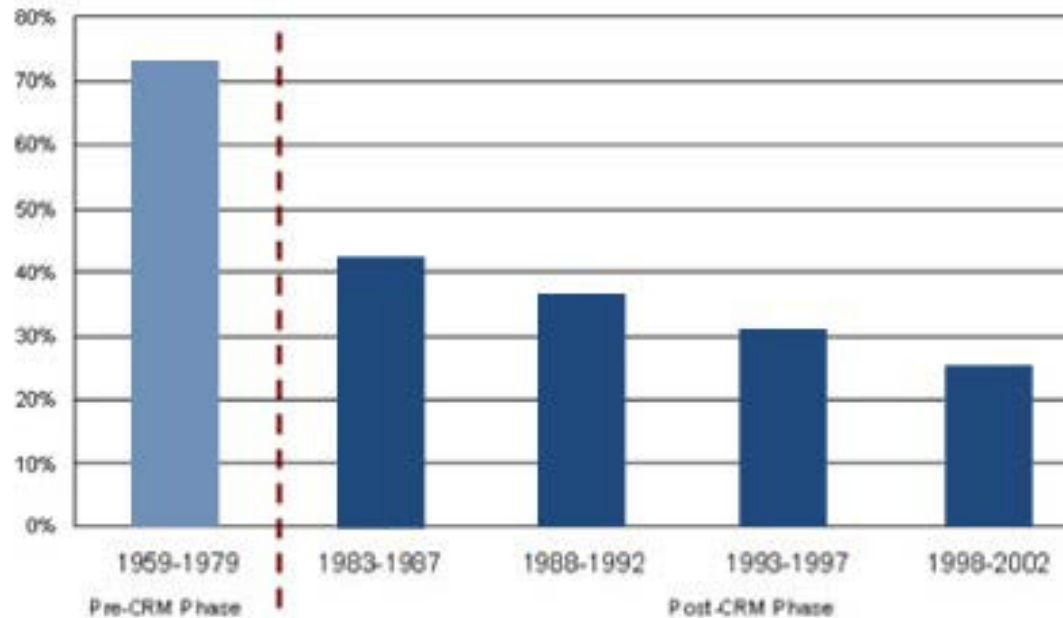


“Error is part of the human condition. We’ve got limited capacity, we don’t function super well under stress, and we get into situations where we make mistakes.”

Robert Helmreich



# Systems thinking improves performance



Percentage of pilot errors in US commercial airline accidents before and after the introduction of CRM in 1980.

Source: Boeing Corporation (2008); Baker, S. et al. (2008).





Team approach supported by technology  
and systems minimizes human error.





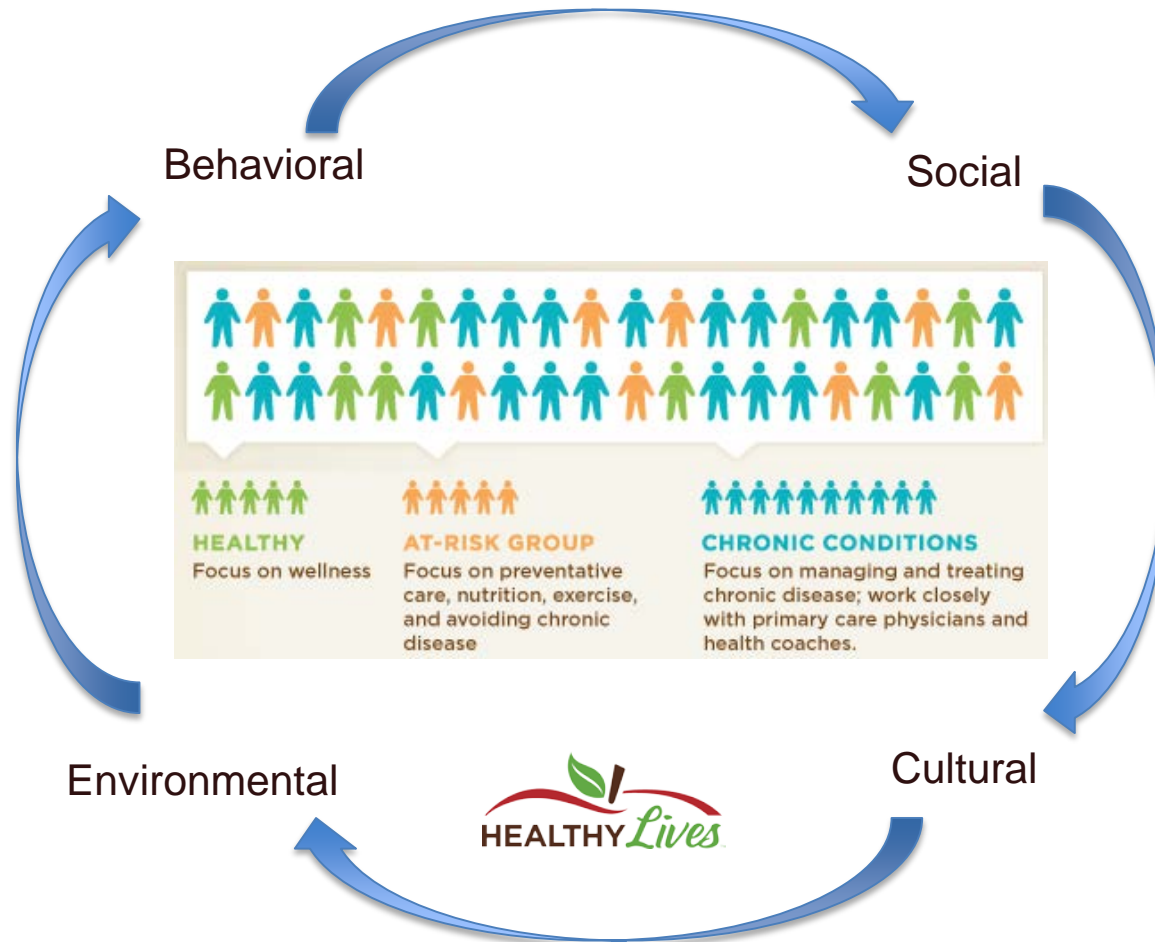
We are all caught in an inescapable network of  
mutuality, tied into a single garment of destiny.  
Whatever affects one directly, affects all indirectly.



Martin Luther King, Jr.



Use data and evidenced based care measures to drive a holistic approach to individual care that will benefit the entire group served.



Deliver care that is centered on the patient and eliminate inefficient processes that do not improve the experience, quality or outcomes.

## TOP OF LICENSE



Practicing at the full capability of education and training

Avoiding gaps, duplications and assumptions

## TEAM-BASED CARE

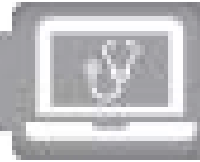


Interdisciplinary collaboration and support

Patient is both the focus of care and an active member of the care team



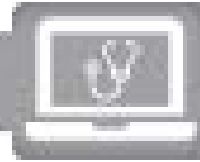
# TELEMEDICINE



Extending beyond the walls of our facilities



# TELEMEDICINE

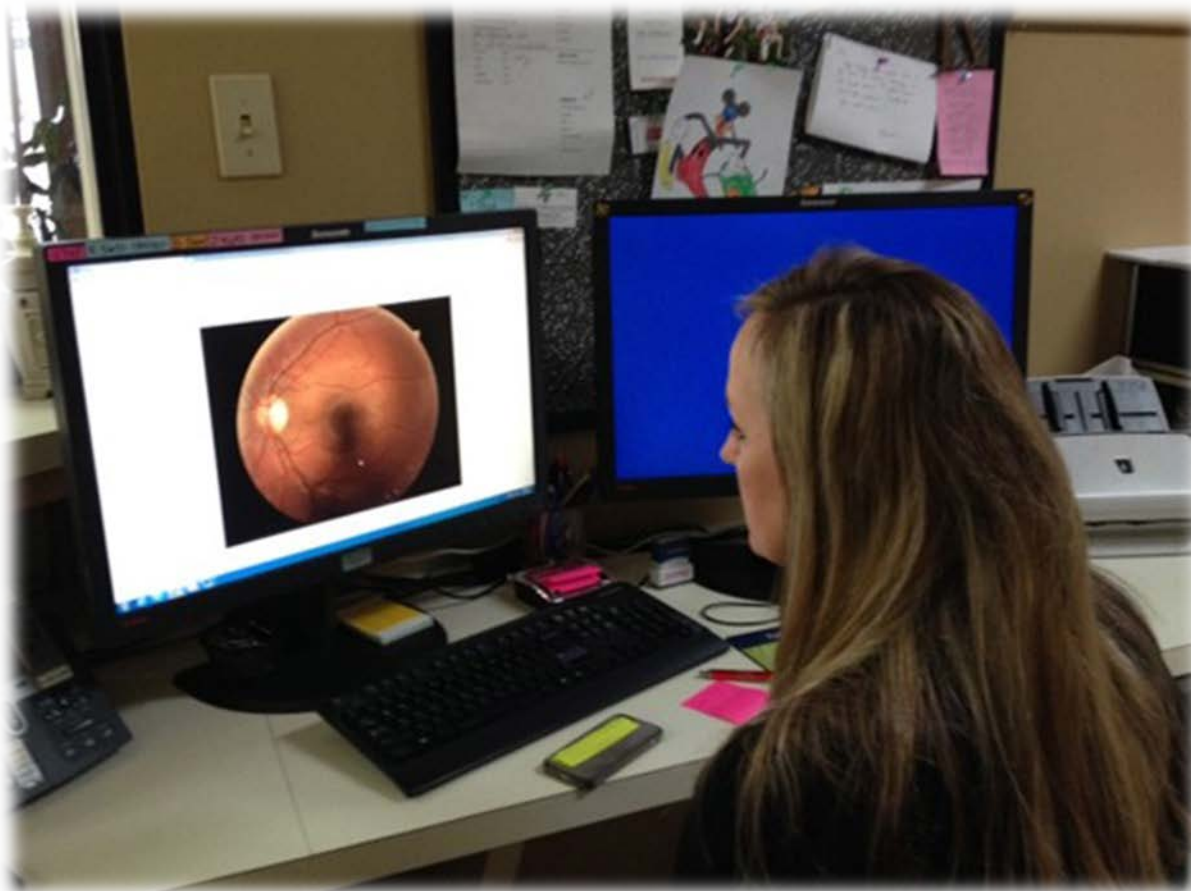


Leveraging technology to expand access to primary care





Technology erases boundaries and ensures our patients  
receive the best possible care



# Our Future





Following our Sisters' 100+  
year tradition –

*“Take care of the people.  
Take care of the community.”*



Vindell Washington, MD, MHCM | President  
FMOLHS Medical Group

Vindell.Washington@fmolhs.org

 @VindellW

