



Leaders from Around the World Learn About Intermountain Healthcare's Operating Model and How It Empowers Caregivers

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SALT LAKE CITY, UTAH, USA, December 18, 2018 /EINPresswire.com/ -- Leaders from around the world routinely visit Intermountain Healthcare facilities to learn about the Intermountain Operating Model and how frontline caregivers are using it to improve quality, safety, and patient experience. A remarkable 436 guests, including government, business, and industry leaders, visited Intermountain in 2018.

Recent international guests have come from Saudi Arabia, the United Arab Emirates, China, and Costa Rica. They are interested in Intermountain's idea system, huddle boards, tiered escalations, and caregiver-led improvements.

Visitors from the Kingdom of Saudi Arabia have come to Intermountain twice this year, touring Intermountain Utah Valley Hospital in Provo and the Intermountain Memorial Clinic in Salt Lake City. The group included top leaders from Saudi Arabia's ministry of health, which guides healthcare decisions for the country.

"These leaders are interested in how we listen to frontline caregivers and empower them to make changes," said Dannon Denison, a Continuous Improvement business partner at Intermountain Utah Valley Hospital. She said the groups visit a variety of different departments to learn from frontline caregivers, their managers, and Intermountain leaders.

At the Intermountain Memorial Clinic, the Saudis met with Devin Reid, a practice administrator, and Brandy Siniscal, practice director of pediatrics and internal medicine. "They were interested in how we've worked to reduce entry-level turnover and improve the patient experience," said Devin. "They wanted to know how to break down barriers and empower people outside of traditional top-down leadership. We were able to show them how we do this with our huddle boards and specifically how Brandy engages her team to improve on our fundamentals of extraordinary care."

"As an organization, we're modeling how to lead and grow a team," said Dannon. "We've empowered frontline caregivers to have a voice and run their own shop. It's not just our CEO who's running things, it's all of us together. And now that we've moved to a One Intermountain structure, the Intermountain Operating Model can help our work improve even more as teams own this culture across the system."

Intermountain Healthcare is a Utah-based not-for-profit system of 23 hospitals, 170 clinics, a Medical Group with about 2,300 employed physicians and advanced practice clinicians, a health plans group called SelectHealth, and other medical services. Intermountain is widely recognized as a leader in transforming healthcare through high quality and sustainable costs. For more information about Intermountain, visit www.intermountainhealthcare.org.

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