**Independent Analysis Worksheet Category Item: \_\_1.2\_\_\_\_**

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| **Key Factors:** (consider ~ 4-6) that are relevant to this item |
| 1. MVV + C Mission: We save and improve lives. Vision: Organs and tissues are always available. Values: compassion, teamwork, honesty, quality, improvement. Culture: strong drive to meet mission. MVV are foundation for culture, basis for how applicant is managed.  2.Regulatory Environment Mandatory: CAP, CMS, EEOC, FDA, DoL, IRS, OSHA; Voluntary: AATB, AOPO, UNOS/OPTN (Figure P.1-5). Local environmental/regulatory for fire/sanitation, biohazard trash disposal local/state regulations.  3. Voluntary, community-based governance; 15-member BOD composed of hospital executives, physicians, donor family members. Key donor hospitals (partners) and transplant center (customers) representatives are appointed, allowing them to represent customer/partner requirements. CEO reports to BOD and directs ELT of CMO, CHRO, CFO, and COO. LT = ELT, directors, managers, supervisors. BOD evaluates CEO performance. CEO evaluates direct reports, reports evaluate directors, directors evaluate managers/other staff members.  4. Customer & Stakeholder Key Requirements Organ transplant centers—maximize donation, information, competence. Tissue processors—maximize donation, information, accountability. Stakeholders/requirements: communities within service area—comply with legal, ethical, regulatory requirements while providing quality organs/tissues; workforce—connection with VMV, excellent benefits, coworkers; BOD—strategic planning, administration, financial management.  5. Strategic Challenges Business—industry changes, operational—authorization, societal responsibility—increase registry, workforce—retention  6. Strategic Advantages Business—Stakeholder satisfaction, strong financial position (7.5 text); operational—facilities and equipment; societal responsibility—Baldrige business model; workforce—supportive culture |

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| **Item #** | **Observations: what you think you know about the applicant and its key processes so far. To add rows, go to the end of the last table row and press the Tab key** | **Relevant Evaluation Factors**  **(ADLI or LeTCI)** |
| 1,2a(1) | Responsible governance supported by composition/ involvement of BOD & review of performance measures | A |
| 1.2a(2) | Board & Senior Leaders have processes to evaluate performance of CEO, BOD, & SL’s. | A D |
| 1.2b(1) | legal, regulatory, and community concerns addressed by having BOD members from community, accreditation, strict adherence to policies & internal/external audits | A I |
| 1.2b(2) | Code of professional conduct for employees and physicians, conflict of interest, and the Corporate Compliance Program (CCP) (Figure 1.1-2) promote legal and ethical behavior | A D I |
| 1.2c(2) | Key communities identified by BOD; reviewed & validated by LC during SPP | A D I |
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| **Item #** | **Observations: What further evidence do you need to see or understand, to reflect that the processes were systematic, repeatable, effective, integrated, and had cycles of learning and improvement? To add rows, go to the end of the last table row and press the Tab key** | **Relevant Evaluation Factors**  **(ADLI or LeTCI)** |
| 1.2a(1) | No Cycles of evaluation for improvement for organizational governance | L |
| 1.2c(2) | Not clear how actions to support/strengthen key communities are identified. (improving key communities; building community health, etc) | A L |
| 1.2b(1) | Limited indication of how future legal, regulatory, and community concerns are anticipated | A |
| 1.2b(2) | no evidence of how breaches are responded to, no measures to ensure ethical behavior. | A D |
| 1.2c | Not clear how processes related to Societal Contributions have been evaluated for improvement | L |
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