

## Lisa Hoyle: Driving Excellence and Innovation at Cherokee Indian Hospital

Lisa Hoyle, an invaluable member of Cherokee Indian Hospital, embodies a commitment to excellence in healthcare. With a focus on quality and safety, Lisa's dedication has significantly impacted the hospital's operations, earning her recognition as a nominee for the prestigious Hayes Award.

### Achieving Cross-Functional Results:

Lisa's initiatives extend beyond her immediate department, fostering collaboration across multiple areas. In her role within the Strategic Planning Committee, she spearheaded the selection of an electronic Performance Appraisal System (PAS). Lisa's innovative approach included developing a scoring matrix for vendor selection, ensuring data-driven decisions aligned with organizational goals. Additionally, her leadership in establishing a structured process for new service line development exemplifies her impact on cross-functional teamwork, facilitating better healthcare delivery.

### Utilizing Data for Desired Outcomes:

Lisa and her team implemented improvements in the oxygen referral process, leveraging data to enhance communication and streamline referrals. By analyzing patient data and refining processes, they ensured timely reassessment of oxygen needs, leading to cost savings and improved patient care. This project reflects Lisa's commitment to using objective evidence to drive meaningful outcomes.

### Advancing Hospital Strategy:

Lisa's actions directly contribute to Cherokee Indian Hospital's strategic objectives across various domains, including safety, service, quality, and people/stewardship. Through initiatives like the oxygen referral process enhancement and employee satisfaction surveys, she promotes a culture of continuous improvement, aligning with the hospital's overarching goals. Her strategic mindset and focus on performance improvement make her an exemplary leader in advancing organizational strategy.

### Sustained Improvements:

Lisa's approach to performance improvement ensures lasting impact. Whether it's implementing employee satisfaction initiatives or optimizing supply management processes, her commitment to sustained outcomes is evident. By systematically evaluating outcomes and refining strategies, Lisa ensures that improvements endure, benefiting both patients and the organization in the long term.

### Enhancing Efficiency and Consistency:

Lisa's efforts have resulted in tangible improvements in efficiency and consistency. By optimizing processes such as DME supply management, she has reduced denial rates and enhanced operational efficiency. Her emphasis on continuous process improvement fosters a culture of excellence, driving consistent performance across departments.

### Bonus Points: Positive Patient Outcome:

Lisa's impact extends beyond operational enhancements to meaningful patient experiences. A qualitative illustration showcases her compassionate approach in assisting a patient's family member navigate healthcare decisions, reflecting the hospital's guiding principle of heartfelt assistance.

Lisa Hoyle's biography epitomizes her role as a leader in promoting quality and safety at Cherokee Indian Hospital. Through her strategic initiatives, data-driven approach, and commitment to continuous improvement, Lisa embodies the spirit of the Hayes Award, making her a deserving candidate for this prestigious recognition.