

G.E.M.

Growing Excellence through Me



What is G.E.M.?

Growing Excellence through Me. The G.E.M. program was created to provide additional education and skill to staff providing direct patient care.

G.E.M.'s primary focus is to give employees an environment to practice learned skills and grow as a team. The program develops a standardization of processes to increase overall quality and reliability, and includes training from departments touching all parts of the hospital.

Who can participate?

Any staff member that provides direct bedside care.

What does the program cover?

A sampling of topics discussed during the program include:

- ❖ Customer service training
- ❖ Personal growth and development
- ❖ Patient satisfaction
- ❖ Hands-on skill validation
- ❖ Nutritional maintenance
- ❖ Patient safety
- ❖ Infection prevention
- ❖ Regulatory compliance

How often do I attend sessions?

G.E.M. participants meet monthly, for six months.

Need more information?

Contact Crystal Howard, Director of Patient Care Services, 331-1387,
or Fernanda Bollers, Administrative Assistant, fbollers@covhlth.com.