Promoting Catholic Identity: An Appraisal

What is the Promoting Catholic Identity Appraisal?
This appraisal uses modified criteria from the Malcolm Baldrige Performance Excellence Program. This is a self-assessment process, intended to empower Trinity Health ministries to deepen an understanding of Catholic values and how they are lived out within the organization and community it serves. The foundation of these values are Catholic social practices and are further stratified into seven Catholic sensibilities. The diagram below shows the seven sensibilities surrounded by the Trinity Health Core Values.

Who is involved?
There are seven teams formed to look at each of the different sensibilities. Each team has five to seven participants from the Regional Health Ministry (RHM) who represent a cross functional representation of the local ministry. The Mission Leader, CEO, along with Senior Leaders, invite colleagues and board members to participate in the appraisal.

What happens during the appraisal?
Prior to the appraisal each team member is expected to: attend an orientation, spend several hours reviewing collected documents, and develop an in-depth understanding of their sensibility. During the appraisal, each of the of the teams conducts a quantitative and qualitative self-assessment. The format is a facilitated group conversation. The primary goal is that every voice is heard and consensus is reached among the team.
How is the appraisal measured?

Using a modified Baldrige quality process, team conversations are guided to provide evidence of how well the ministry integrates the sensibilities into the organization. Three constituent group are assessed:

1. Those we serve (patients, families, visitors etc.)
2. Those with whom we serve (physicians, colleagues, volunteers etc.)
3. The community

During the appraisal team conversations are recorded, validated by the team, and scored. The following table shows the Baldrige Criteria, the seven Catholic sensibilities and an example of a scoring template.

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<tr>
<th>Catholic Sensibilities</th>
<th>Modified Baldrige Criteria</th>
<th>Caritas</th>
<th>Dignity</th>
<th>Common Good</th>
<th>Solidarity</th>
<th>Care for those who are poor</th>
<th>Subsidiarity Participation &amp; Association</th>
<th>Stewardship</th>
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How are results shared?

The results are shared with the Mission Leader and Senior leadership team. It is not a score card across the system. Each RHM uses the results to determine where they want to focus to enhance Catholic identity in their ministry.

What is the Trinity Health expectation for the PCI appraisal?

The PCI appraisal is a Trinity Health strategic imitative. Each RHM will be expected to complete an initial appraisal prior to 2016, then participate in a follow-up appraisals every three years. Currently the organization is conducting one appraisal every one-to-two months.