



Dear MUSC Health Nursing Community,

Thank you for taking the time to read this annual report. This is YOUR report and it shows another great year of nursing excellence at MUSC!

This past year, MUSC continued our journey as one of the nation's medical centers retaining a top 25 status in University Health Consortium's (UHC) Quality and Accountability Scorecard. This is the result of the tireless efforts of MUSC Health staff and faculty at all levels of the organization. The nursing team plays a KEY role in this due to your professional expertise, 24/7 vigilance and caring approach.

However, we cannot rest on our laurels! All students of quality and patient safety improvement understand the concept of continuous improvement. Therefore, in order to maintain momentum and progress, our top priorities in the next few years are as follows:

1. High Reliability Organization (HRO) – promulgate the concepts of HRO in all operations throughout the organization (key components of which are having a culture of safety, robust process improvement and leadership engagement)
2. MUSCare Plans - care standardization for conditions, symptoms and procedures through the development and implementation of distinct MUSC care delivery plans
3. Transparency (internal and external) of metrics of all types (quality, operational, financial)
4. Teamwork and Communication enhancement in all facets of the organization
5. Just Culture - operationalizing the tenets of a Just Culture

In order to achieve these, we need nurses to continue to demonstrate excellence and leadership. This comforts me as I know the tremendous power and commitment of our nursing team!

Thank you for the great care and leadership you provide every day!

A handwritten signature in black ink, reading "Patrick M. Cawley". The signature is written in a cursive, flowing style.

Patrick Cawley, MD, MHM, FACHE  
Executive Director / CEO, Medical Center and  
Vice President for Clinical Operations, University