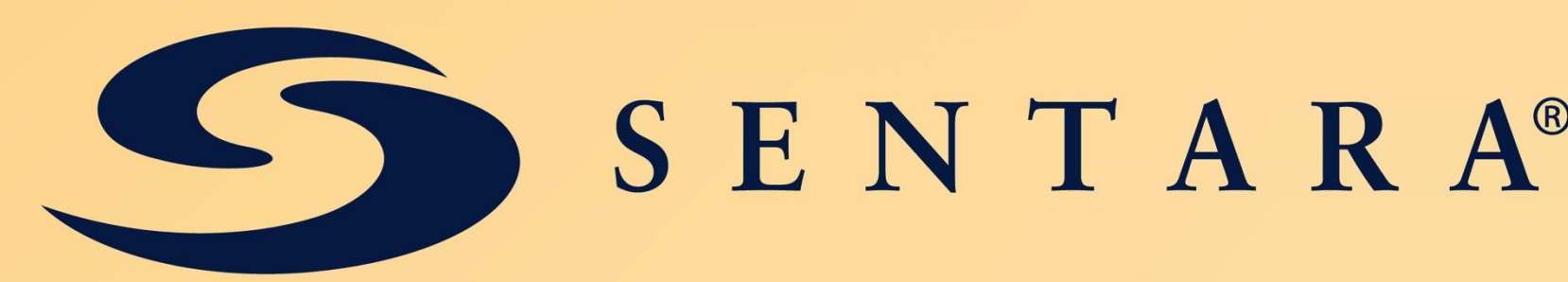


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Tamekia Edwards Operations Coordinator Sentara Healthcare ; Gayle Derouen RN, Unit Coordinator Sentara Healthcare ;
Deloris Cooper RN Director Accreditation and Regulatory Standards Sentara Healthcare



Transparent communication outlets have been developed via Sentara Liaison and Contract Leadership Teams. These teams meet monthly to review and discuss any issues and share patient centered goals. This helps to maintain a strong communication bridge between the hospital and the contracted services and assist with integration of contract staff into the culture of Sentara.

[illegible][illegible]

There are no other models of this kind noted in the industry to date. Sentara Healthcare used the model/process during several recent Mock hospital surveys across the system and during the 2015 Annual DNV Sentara Healthcare Survey. There were no non conformities noted during the survey.

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