

April 23, 2008

## **Quality Improvement: It's Everyone's Business**

During my first two months I have been meeting staff and learning as much as possible about the hospital's programs and services. While I have had opportunities to personally talk with some of you, there are many more I want and need to hear from.

Every organization needs to make improvements, but to be successful I need to hear from our staff, our patients and their families, and our partners. You have good ideas and you know what is working and what can be improved.

*You tell me how we can do better.*

Quality improvement is a team effort. Whether you are a staff member or a patient or a family member, I want your ideas on how the Oregon State Hospital can provide better care and treatment now and in the future. We are not going to solve problems using the same kind of thinking that caused the problems in first place. This is a time for creativity and innovation.

*I need your ideas.*

This is not just lip service or hype. My commitment to each of you is that I will personally read and evaluate all improvement suggestions and will implement those that we can.

There are a number of ways to get your ideas and suggestions to me. You can send by email to [roy.j.orr@state.or.us](mailto:roy.j.orr@state.or.us) , by mail to OSH Administration, 2600 Center St. NE, 97301, Attention Roy Orr, or bring by the OSH Administration Building 29, Attention Roy Orr.