



Mistakes Made: Lessons Learned as a Program Director

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1

Virginia Mason

- Integrated health care system
- 501(c)3 not-for-profit
- 336-bed hospital
- Nine locations
- Graduate Medical Education
- Research Institute
- Foundation
- Virginia Mason Institute




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2




3



What are the responsibilities of a Program Director?

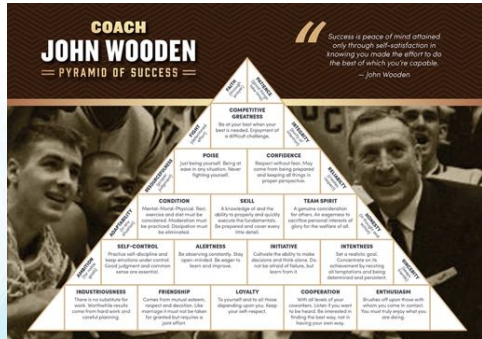
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COACH JOHN WOODEN

— PYRAMID OF SUCCESS —

Success is peace of mind attained only through self-satisfaction in knowing you made the effort to do the best of which you're capable. — John Wooden



5



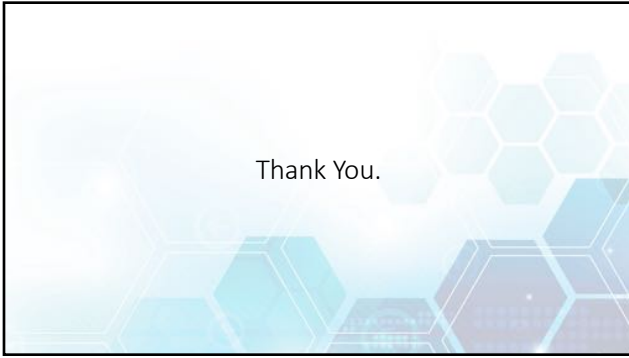
Respect for People

THE VIRGINIA MASON EXPERIENCE: PATIENTS & FAMILIES, TEAM MEMBERS, COMMUNITY

Our Foundational Behaviors

- 1 | Be a team player
- 6 | Connect with others
- 2 | Listen to understand
- 7 | Walk in their shoes
- 3 | Share information
- 8 | Be encouraging
- 4 | Keep your promises
- 9 | Express gratitude
- 5 | Speak up
- 10 | Grow and develop

6



13