# Class 6: Trinity Health

Michael Plasmeier

1. Trinity Health is working smarter by sharing its best practices across the organization. It is doing that by implementing a digital platform (electronic medical records), ensuring that that platform is used consistently, and then mining that platform for data to improve its care.
2. Trinity is only able to work smarter because it has a standardized, tech-supported platform, backed up with standardized procedures that are followed. This ensures that things are handled the same way across the country. It is also careful to adopt the best practices as standard and to update those as needed.
3. First, personnel do not like changing the way they have been doing things, nor being told they have to do things a certain way. Second, it is not easy to find the people who can identify these best practices (either qualitatively or quantitatively), and then convince people to adopt them.