



## Administrator's Report 3/11/2013

### PEOPLE

#### Manuel Lozano, MD

Dr. Lozano has accepted our offer to join Whidbey Surgical Services in late spring. He received his Bachelors of Science Degree in Applied Physics from the University of the Philippines and his Ph.D. in Condensed Matter Physics from Iowa State University. He attended Medical School at the University of Iowa and completed his internship and residencies at Michigan State University. For the last six years, Dr. Lozano has worked in a group practice in Yakima. While he very much likes his current situation, he has decided he would prefer to live on this side of the mountains near the water.

#### Sarah Meyer, CNM, ARNP

Sarah Meyer has joined Drs. Burnett and Chinn at Island Women's Healthcare. Sarah received her Diploma in General and Obstetric Nursing from Middlemore Hospital in Auckland, New Zealand. She earned an Advanced Diploma of Midwifery at the Auckland Institute of Technology, a Bachelor of Health Science in Midwifery from the Auckland Institute of Technology and a Masters of Science in Nursing – Advanced Registered Nurse Practitioner/Certified Nurse Midwife from the University of Washington. Prior to joining WGH, Sarah worked for Planned Parenthood in Oak Harbor and Everett.

### SERVICE

#### Standard of the Month

What **Teamwork** means to the **Patient Financial Services (PFS) Department**:

Teamwork is crucial for this department. Every single employee brings their own individual skills, and applies those skills to produce effective teamwork. The staff is aware that we are here to achieve the same goal, effectively and efficiently with communication, respect and determination to achieve the goal at hand. The staff reflects these characteristics on a daily basis. The following quote from Babe Ruth exemplifies this, *"The way a team plays as a whole determines its success. You may have the greatest bunch of individual stars in the world, but if they don't play together, the club won't be worth a dime."*

Following are responses from staff members to the question, *"How do you demonstrate teamwork in your work performance, or where do you see it displayed?"*

- **Lori Stahl, Biller/Collector:** *"Teamwork in PFS means knowing if PTO is scheduled or an unplanned emergency arrives for a co-worker, the PFS team comes together to cover their workload and help in any way possible."*
- **Angie Johnson, Biller/Collector:** *"Teamwork is knowing that your 'team' has your back in any situation, knowing that you can count on one another to get the end result, and here we ALWAYS have the patient's best interest at heart. We all share that common vision and mission of Whidbey General Hospital to always put the patient first and know that without Teamwork that goal could not happen."*



**We realize in this department there is NO “I” in Team!**

**T**ogether  
**E**veryone  
**A**chieves  
**M**ore

### Great Service Award

January’s Great Service Award recipient is Karen Lipstein. Karen is a Registered Nurse and currently works in the Emergency Department (ED). Besides nursing, Karen enjoys being outdoors. She is an avid hiker/camper and loves to do both with her children and her huskies. Karen also operates a booth at the Coupeville Farmer’s Market where she sells donuts and other baked goods. Karen faithfully supports local schools and other charities with her baked goods and recently became a grandmother for the third time! Great Service runs in her family. Her daughter Jackie, who works in the Diagnostic Imaging Department as a CT Technician, also earned a WGH Great Service Award.

*Here is Karen’s story as presented by Linda Gipson, WGH Chief Nursing Officer.*

*The ED was full with complex and very ill patients. The staff as a whole was great, managing the complex patients efficiently and well, but Karen stood out as a truly exceptional nurse. Her technical expertise was obvious, but while she was caring for her patients she was kind, thoughtful and supportive. Despite running from very sick patients to even sicker patients she was able to take the time to provide emotional support to patients and families. A warm blanket here, a sandwich there, patting the hand of a worried husband will be what our patients and families will remember. These small kindnesses were so important and were not lost in the furor of the emergency department at its busiest. Karen consistently and quietly makes a difference in the lives of our patients as a great ED nurse. Even Florence Nightingale would be proud of the nursing care I was privileged to observe Karen provide last night. Thank you, Karen, for being a role model of clinical excellence and for compassion.*

### Community Outreach

Soroptimist International of Coupeville, Oak Harbor and South Whidbey raised more than \$12,000 for women’s heart health at the Red Dress Ball, held at the Useless Bay Golf & Country Club Feb. 2.

Approximately 125 guests enjoyed an elegant evening of refreshments, entertainment and dancing. Many attendees purchased raffle tickets for three gift baskets and three Heartwise screenings, which were sponsored by the Soroptimist.

Proceeds benefited Heart of a Woman, a program that provides free Heartwise cholesterol screenings to Whidbey Island women with a financial challenge. The screenings are done by Whidbey General Hospital nurses, who interpret results and educate participants about how best to care for their hearts. Over a quarter of the screening recipients had abnormal findings and of those a third did not have a doctor to follow up with. The screening was the first health care these participants sought out in at least three years.

Whidbey General’s CNO Linda Gipson, RN, PhD, spoke about women and heart disease. Several community members who have benefited from the Heart of a Woman program shared their personal stories as well.

### Patient Comments



Danhua was the best; when she came on, she explained everything.

Josie, the night nurse was wonderful and she is so adorable. She kept checking on me and made me feel better.

Our thanks to all; especially Dr. Sherman.

Dr. Brown treated me wonderfully. So did Dr. Phelps. I really appreciated that

Dr. Brown was wonderful. He's a good doctor. He spent a half-an-hour with my family and was very sensitive. I was impressed. The nurses are also wonderful

Dr. Anne Busso is amazing! I smile when I think of her! She couldn't be any more thorough. I also had wonderful nurses.

Everyone at the hospital was professional and friendly. It made my stay much easier. Dave Engle, the chaplain, was great. He comforted my wife while she waited during my surgery. She was almost in tears (and my surgery was late in the day) and he really helped her.

I really liked Dr. Chinn from the moment I met her. She looked at ME instead of her computer!!! She is very knowledgeable and seems confident. I will definitely continue to see Dr. Chinn.

15 min in waiting room, went back into room, got seen right away. Dr. Burnett was very thoughtful and kind. Loved him.

My experience was beyond satisfactory. The nursing staff were all very helpful and professional. Paul Zaveruha did my procedure and I was glad he did. He is an excellent physician.

Dr. Leah Oman is a very caring person- has always given me the confidence that I would get through breast cancer. Will always be grateful for her.

PA Young is one of the best doctors I've met. She takes the time to explain the whys, doesn't just say it's good for your health, but explains why it's important and how it works.

Dr. Langrock is wonderful! The staff at WCP is excellent.

Dr. Brown was extremely kind and spent special time with my family.

I love Dr. Zaveruha - he is the best.

I love Dr. Leah Oman & all the doctors & staff very friendly & courteous

Dr. Leah Oman and her staff were wonderful! I had a great experience

Rose was very helpful & answered my questions.

Dr. Roof and his entire staff were very friendly, courteous and took care of my needs. Dr. Roof is an very efficient and caring doctor

Very pleasant - Mary (in imaging) has always been very pleasant



Toni has been my doctor for years. I wish her well and will miss her very much. I also know there are new very qualified staff to be my new doctor. Thank you for all of the years for my health. You are wonderful.

PA Sacerio and her nursing staff have been efficient, courteous and knowledgeable

Dr. Oman is WONDERFUL! I have total confidence in her. Do whatever it takes to KEEP her.

Dr. Jiang excellent.

Mrs. Wallace was the BEST.

Dr. Miller is a treasure.

Great. Linda called the day before and pre-registered over the phone a great time saver. Very helpful Cheery.

Karen (mammo) - Another excellent employee!

Christine (lab tech) for both of my overnight sleep studies was superior in all respects. Truly

Med/Surg RN Linda was excellent for me & the man next to me, ditto for LPN Monica.

Dr. Oman was very kind to my husband in the waiting room after surgery.

A colonoscopy is never a pleasant one but Dr. Oman & nursing staff guided me through it with grace & concern.

Barbra (with glasses/short) was very gentle with my IV

## **QUALITY**

In health care, nothing is more important than quality, and a significant measure of quality is the patient experience.

This is not new information. The Institute of Medicine's *Quality Chasm* report encouraged a shift to patient-centered care 12 years ago, yet we still struggle with how to ensure an exceptional patient experience.

"Organizations that are successful in fostering a culture of patient-centered care have incorporated it as a strategic investment priority. They do this through committed leadership, active measurement, feedback of patient satisfaction, and engagement of patients and staff" said David Bates, MD, Chief Quality Officer at Brigham and Women's Hospital.

Your WG leadership is committed to high quality and high patient satisfaction. We actively measure and publicly report our quality and patient satisfaction scores. Our leaders are trained and have the tools needed to support high quality and high patient satisfaction. The same can be said for our front line staff. Overall, our patient satisfaction scores have improved dramatically over the last four years. We should be proud of that fact, but we must remain vigilant and consistent in our desire to provide that great experience, even in busy times. We recognize that our clinicians are in the place of most potential to make



it positive and memorable; but we also know from patient comments that everyone influences our patient's experience. Our patients deserve our best, let's ensure that we give them that.

## **GROWTH**

### Current Medical Staff Recruitment Efforts

- Two Family Practice physicians for PCA (1 north and 1 south)
- Hospitalists
- Physician for the Rural Health Clinic
- Medical Director for the Rural Health Clinics

## **FINANCIAL**

### January Financial Report

January's financial statements show a positive margin of \$394,866 with a positive operating margin of 4.66%. This positive bottom line is due to the large increase in volumes.

The average inpatient census for January was 20.71, which was a 29% increase over the December average census of 16.03. Inpatient surgeries were 49 in January which was a 4% decrease from the 51 surgeries in December. Total outpatient volumes were 9.5% more in January than in December.

Gross patient revenues were at \$17,156,721, which was over budget by 8.4%, or \$1,331,097. Operating expenses were over budget by \$139,171 or 1.9%. Salaries and wages were under budget by \$9,839 or 0.3%. Professional fees were over budget by \$134,898, or 67% and supplies were over budget by \$67,535, or 8.4%.

The Days Cash on Hand decreased from 59.5 in December to 48.6 in January. Days of Net Revenue in Receivables increased from 43.0 in December to 45.3 in January, which means we collected less than we had the previous month, which contributed to the decrease in cash.