Administrator's Report 2/11/2013

PEOPLE

New Pharmacy Director

I'm pleased to announce that Annette Adkins has permanently joined our leadership team in the role of Pharmacy Director. Annette has been working with us for the past six months in an interim role and has just recently accepted employment through Cardinal Health, our contracted pharmacy management company. Annette has been a pharmacist for 23 years and has been in leadership roles for the past 15 years. Her experience has come mainly in working with hospitals, home infusion and anti-coagulations clinics. Annette is also dedicated to creating better pharmacy policy and practice as she has been a member of the JCAHO Pharmacy Advisory Committee and the Oregon State Pharmacy Board Committee. Annette received her education from the University of Arizona, is married to a registered nurse, and has two children.

4th Quarter STARS

Lorrie Anderson – Food and Nutrition

Service – Lorrie shares her holiday enthusiasm by decorating the café each holiday with her own decorations on her own time.

Teamwork – Lorrie's teamwork in the kitchen is amazing. She can work all positions and consistently steps in to help out the team.

Attitude – She will go the extra mile to help a patient and a guest in the café to have an enjoyable meal.

Respect – Lorrie is highly respected by the kitchen team for her knowledge and ability to cover any position.

Bert Balagot - Med/Surg

Service – Bert has been the lead analyst for the PCS team implementing the Meditech system. As an excellent staff nurse, he stepped up to assume this role and has dedicated long hours to building this system.

Teamwork – Bert has demonstrated strong dedication to the PCS and nursing team, assuming a leadership role in the creation of the team and is an example of the very best that synergy can create.

Attitude – Bert never fails to display an energetic and supportive approach to his work, influencing others to share his positive world view.

Respect – He never fails to demonstrate the Standards of Behavior in his work as a team member and leader.

Linda Gipson - Administration

Service – Linda personifies safe quality care in everything she does and says. To say she puts Patients First and strives for excellence is an understatement.

Teamwork – Linda has molded an incredible team and is the embodiment of sharing knowledge, sharing strengths, sharing talents among her staff.

Attitude – Linda has one of the fiercest "can do" attitudes of anyone. If a barrier is encountered, she finds a way up/over/through/across it and is an amazing strategist.

Respect – She respects human dignity over all, regardless of circumstances, situation or background. She is an excellent role model for professional nursing practice.

Nancy Stultz - Med/Surg

Service – Nancy has a gift with all patients and they appreciate her caring attitude and sense of humor.

Teamwork – Nancy is never reluctant to pitch in and take care of any patient, whether the patient is assigned to her or not.

Attitude – She finds room for laughter and humor and presents an amazing sensitivity for those with the most complicated needs.

Respect – Nancy has a way with people and can connect with even the most difficult patients and make their day better.

SERVICE

Standards of Behavior

The Standard of the Month process has changed. For 2013, a department will be assigned one of the four core values (Quality, Teamwork, Great Service, Innovation) and will identify what this value and the underlying standards of behavior mean in their department. Once this is defined, the department will seek comments on what is working well with this value.

The idea for this new process came from Krista Potchatek, Clerk in the Whidbey Island Sleep Center. Due to this, the February Standard of the Month was assigned to the Whidbey Island Sleep Center. Following is what they created for the value of **Quality**:

What **Quality** means to the department: "a degree of excellence, superiority in kind, a special or distinguishing attribute." Taken from Merriam Webster Dictionary.

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

- Katie Bassett / Courier: "I smile."
- James Buck / Courier: "When I work, everyone gets their stuff."
- **Pam Hawley / Manager:** "Consistency. When people come to the Sleep Center they know what to expect."

- **Grace Valrosa / Discharge Coordinator**. "I want to give my patients as much information as possible. Patient care is definitely the core of my quality."
- **Daniel Moore / Lead Sleep Tech:** I get so much joy doing patient care. When I score the sleep studies, I see the quality of my work. The appreciation from the patients reflects the quality of the work we do."
- Ashley Liles / Clerk: "Quality work equals happy patients."
- A Patient: "The quality of care I received was such as to be the goal for like facilities.

Great Service

December's Great Service Award recipient is David Bieniek of the Home Health and Hospice Dept. Dave has been a valued member of our team for almost three years now. He wears many hats in his role as Chaplain, Volunteer Coordinator, and Bereavement Program Coordinator. He brings much experience, wisdom, and support to the team as a whole, and comfort and compassion to the patients and families he serves. His past experiences as a Chaplain in a Children's Hospital serves our families well, and his special connection with children continues through his volunteering to create activities for the hospital's annual Halloween Party. David and his (soon to be) spouse, Ervin are adventurers (they recently visited Peru and hiked Machu Picchu) Dave is a foodie as well – he loves to host his co-workers and friends. Dave has <u>a lot</u> of friends – he is loved my many, loves to have fun, is very social and loves the island life.

"Dave just sent us another shipment of stuffed animals that we hand out to little ones in tears after a shot or blood draw. This batch of stuffed toys are Christmas themed.

I can't express how amazing it is to see those tears dry up and we hear their chirpy little voices through a few sniffles, as they pick their favorite. By the time they reach the door, they are smiling and talking as if nothing happened. Some even say "that wasn't so bad". We want to create caring relationships with the young ones so "going to the doctor" is a caring, supportive experience, even if it brings some pain, and this opens a door to allow that message to be heard.

This week we had one little boy who looked at the nurse like she was a monster as the shot was given, and after she gently led him to the stuffed animal drawer, he looked at her with softness. Priceless. Dave, you gave them a stuffed animal and an opportunity for us to heal a "owie". You gave our clinics and health care a gift that will keep on giving his entire life!

THANK YOU! Apparently there is a Santa Claus!"

Submitted by Peggy Sullivan

Patient Comments

PA Bibby is by far THE best general physician I've had over the years. She follows up on issues, makes suggestions, is friendly and caring. Not that my other doctors weren't but she's just better.

Cathy was my nurse and she was excellent. Everyone was just perfect.

PA Young did not give up until she solved my problem through referrals. Has continued to provide excellent care. My blood pressure even DROPS in her presence.

Good - Dana, Cynthia, Tristan, Imogene, Ladies at front desk, Laura & Bonnie were great

Doctor Bartley always listens and doesn't rush you out the door. He explains everything.

Got right in - no waiting. I love Whidbey General. Dr. Miller is the best! Very caring!

Dr. Miller took the time & concern to provide me with valuable information on throat cancer in my family

Excellent care while in ER from RN Beth & Dr. Plastino.

Excellent care from Ann (days) & Judy (nights) while in CCU.

Other times nurse had to make 2-3 painful attempts to start IV. This time Kathy did it first time! Heck of a job!!

Kathy Cox & Giana Valent were top notch.

Dr. Oman is a SAINT

I had Dr. Ann Busso - Loved her!! So, nice -

Dr. Perera is a keeper!

36 sessions at cardiac rehab - great program, loved the staff, two thumbs up. Did not want to leave - comes highly recommended. HELLO LADIES - I'm going to the gym. Tell Jim & Diane - I said hi - work harder.

My experience w/Dr. Picco & Whidbey General was wonderful & I am telling everyone I know.

LOVED Yvonne Garner!! So pleasant & refreshing She gets the gold star reward!!

Loved my experience with Dr. Oman. She is the best.

Dr. Ann Busso was simply outstanding in every category. Bright, helpful, very smart, dedicated and good looking - what else could I ask for. I wish she was my regular family physician.

Hospice Update

The Hospice program continues to move forward and is right on track. This past week the CMS 855A application was completed and sent to Medicare for review. This step will start the paper review process which will take up to 60 days. Manager Heather Maddox is now putting her energy into completing over 250 policies and procedures that are required for a program to be Medicare Certified. We would also like to thank Dr. Jerry Sanders for officially agreeing to oversee the program as Medical Director.

QUALITY

New CT Update

The new Toshiba CT Scanner was brought online on January 14th. Employees have been trained on most of the applications and patients are receiving their exams with great success. Technologist Tonya Messer was queried on how the scanner was working one day and commented that she had just performed an exam that called for a patient to hold his breath for 36 seconds on the old scanner. With the new 80 slice scanner, the patient only had to do this for 4 seconds. The old scanner will be dismantled during the month of February.

HIPAA Mega Rule

On January 17, 2013 the U.S. Department of Health and Human Services (HHS) released the omnibus final rule implementing the Health Information Technology for Economic and Clinical Health Act (the HITECH Act). This Final Rule is more commonly called the "HIPAA Mega Rule". It becomes effective March 26, 2013 and all compliance must be implemented by September 23, 2013.

What does this mean to you?

Under the old rule, HIPAA stated the security or privacy of a person was compromised if the breach posed a significant risk of financial or reputational or other harm to the individual. This was known as the "harm threshold". If the covered entity such as a hospital determined that the breach did not harm the person, the organization was not required to notify the person.

In the new Mega Rule, the harm threshold is removed. Now it is presumed that <u>all impermissible</u> uses and disclosures of unsecured PHI are breaches. Fines have also increased. There is even a new fine imposed if you didn't know that you were violating HIPAA. Not knowing HIPAA could cost you up to \$50,000! If you made several disclosures of the same type in a year your fine could grow to \$1,500,000.

The 30 day rule now requires us to correct any process, equipment or human error that contributed to the breach or disclosure within 30 days. Therefore it is very important that you report any breaches or possible breaches immediately. This will help us protect our patients' privacy and make any necessary corrections. It also reduces our potential fine. Breaches that have not been corrected within 30 days are fined at a higher level and start at \$50,000.

Teresa Fulton is our HIPAA Officer. If you have a breach or even if you aren't sure, fill out a PSN with the details. You can reach Teresa at extension 3151.

GROWTH

Current Medical Staff Recruitment Efforts

- Two Family Practice physicians for PCA (1 north and 1 south)
- Hospitalist replacement for Tom York
- Physician for the Rural Health Clinic
- Medical Director for the Rural Health Clinics
- General Surgeon

We have interviewed three orthopedic surgeon candidates in the last thirty days and are considering our options. We have had onsite interviews with two general surgeons in the last thirty days, and have proceeded with an offer to one candidate. While they have several offers on the table they are seriously considering our hospital.

FINANCIAL

December Financial Report

December's draft financial statements show a negative margin of (\$1,145,763) with a negative operating margin of (21.2%). Contributing factors to the December loss are the purchased services amount for December from our physician services of about \$460,000 and December being the second lowest gross revenue month of 2012.

The average inpatient census for December was 16.03, which was a 1% decrease from the November average census of 16.20. Inpatient surgeries were 51 in December which was a 13% increase over the 45 surgeries in November. Total outpatient volumes were 3.6% less in December from November (December was also the lowest outpatient volume month of 2012).

Gross patient revenues were at \$13,565,603, which was under budget by 18.4%, or \$3.05 million. Operating expenses were over budget by \$488,024 or 7%. Salaries and wages were under budget by \$200,383 or 5.8%. Professional fees were over budget by \$214,437, or 153% and purchased services were over budget by \$744,174 or 126%.

The Days Cash on Hand decreased from 63.3 in November to 59.5 in December. Days of Net Revenue in Receivables increased from 40.6 in November to 43.0 in December, which means we collected less than we had the previous month, which contributed to the decrease in cash. For the year 2012 the Draft financials show a (\$2,220,412) loss, prior to audit.