

Administrator's Report
9/10/2012

PEOPLE

New Emergency Department / Intensive Care Unit Manager

Please welcome Kristi Stevens as our new Director of Emergency and Intensive Care Services. Kristi has been a Director for Emergency Services since 2004, most recently at Legacy Mt. Hood. She graduated with a BS in Nursing (Magna Cum Laude) from Boise State University where she was inducted into the Sigma Theta Tau and Phi Kappa Phi honor societies. Kristi has been a flight nurse, a staff nurse, and an instructor for the Nursing Bachelor's degree program in her previous location.

Recently, our ED staff has come together as a high performing team and achieved remarkable results during a time of transition. In collaboration with Emergency Department Medical Director Dr. Hansen and his team of emergency physicians, they saw patient satisfaction scores reach the 99th percentile. With Kristi's leadership we will continue this journey to exceptional emergency care.

New Pharmacy Leadership

We have entered into a formal partnership with Cardinal Health to provide pharmacy management services. Please welcome Bill Plachetka who has assumed the leadership role in Pharmacy. This five year arrangement will provide our organization with consistent pharmacy leadership as well as the resources and expertise of a large company to support him. Bill is focusing his energy on many pressing issues to include implementation of new policies and procedures, clinical protocols, and the Patient Profile option for our Omnicell units.

The State Board of Pharmacy recently performed an unannounced survey where many of our processes and procedures were evaluated in great detail. One of the key points made by the inspectors was that they were very pleased to see that we had brought in Cardinal Health to manage our pharmacy and raise our pharmacy operations to a higher level.

Radiology Gold Seal of Accreditation

Congratulations to our Diagnostic Imaging Department for being recently re-accredited by the American College of Radiology. The Accreditation re-affirms our commitment to provide the highest level of image quality and patient safety. Well done.

SERVICE

Standards of Behavior Standard of the Month

The Standard of Behavior for September is:

ACKNOWLEDGE AND CELEBRATE ACCOMPLISHMENTS – I honor personal, departmental and organizational successes.

- I share success stories and accomplishments.
- I show appreciation for a job well done.

This standard supports the organizational value of Innovation.

Following is a story from a staff member that exemplifies this standard:

- *“As a result of the Standards of Behavior, the Great Service award is given monthly. I have the pleasure of being on the Great Service Team that makes the selections. I have learned so much about the amazing people that work here and their commitment to excellence. Every month kudos are submitted and they inspire and motivate me. Mostly, they are examples of what we as a team can do to affect others with great service in so many ways. It is often the highlight of my month!”* Kellie Harris, North Whidbey Community Clinic

Great Service

The Great Service team is pleased to announce that July's Great Service Award recipient is Wanda Pulu. Wanda works at North Whidbey Community Clinic and has been a WGH team member for six years. Wanda is a new grandma and she is extremely family oriented. She is married to Samoan royalty and they have 3 children. One of Wanda's children, her daughter, is currently serving in the Army. She and her husband own two restaurants, Frank's Place and Dean's. The best dish served at Frank's Place is called Wanda Waffles! She is a regular attendee at the local casinos---they may even have a seat designated especially for her ☺ She enjoys taking her Mom with her on these fun trips. She has a killer sense of humor and she never seems to have a bad day or treat a patient with anything but respect and kindness. She is on a bowling league and has just returned from a tournament in Idaho. She is an active member in the local Samoan community and she is also a veteran.

Fridays at the clinic are always hectic with lots of phone calls and patient needs before the weekend. Wanda was on vacation, so we had a new on-call and two full-time clerks scheduled. Friday morning we ended up with a full-time clerk being out with no one to take her place. We were going to have to face Friday with one experienced and one new on-call! Friday morning, I got a call from Wanda asking how she could help. I told her we would have to handle the situation; she needed to relax on her vacation. She again offered to come in after lunch and help us close the clinic and provide that extra coverage to get through Friday. I was so appreciative of her offer. Wanda took it upon herself to help her team during a very difficult time. The staff was so relieved to see Wanda walk in the door and finish out the day with them. It was like the cavalry had arrived and Wanda was riding the white horse! Her selflessness and attitude are perfect examples of great service!

Submitted by Kellie Harris

Community Outreach

The summer months bring about many opportunities to be present in our community. Island County Fair was held August 16th-19th and our hospital participated by staffing two booths. The first was supported by EMS personnel who keep focus on preventing unnecessary injury through car seat safety training, helmet fitting and safety, disaster planning and hands only CPR. The second booth consisted of sixteen different staff members from seven departments. Focus was placed on engaging individuals to enter the booth and spin a health question wheel to peak interest on hot health topics

such as diabetes prevention and nutritional myth busting. Over the course of four days close to 800 people were exposed to one or both booths.

Three community members felt so strongly about their positive experience with our services they agreed to tell their story on video. It is our hope that we can use these and other testimonials to help spread the word to our community what we do and who we are.

Events continue through late October. To seek out a time to participate in a future event you can access the community outreach opportunities via the WGH Outlook calendar. To do so log on and go to Outlook/Public Folders/All Public Folders/Community Outreach events. You may also contact Michele Renninger at **678-7656 ext 2136** or communityoutreach@whidbeygen.org.

Patient Comments

I was so impressed and pleased I mailed a personal letter to the CEO, Tom Tomasino, thanking him for his role in developing WGH's staff, & quality standards to such high levels.

I love Dr. Picco! She listens attentively and DISCUSSES your concerns with you. She really cares about her patients and she is an excellent...

Jennifer (nurse) & the day nurse on 6/14 & 6/15 (Jolene) were excellent.

Dr. Oman is a wonderful, knowledgeable, caring doctor & I was lucky to have found her

Marlene was exceptional in her professionalism, i.e., knew what to do, how to do it, efficiently but with sensitivity. All the nurses were very professional & caring.

Nurses were wonderful and a lifesaver. Thank you to Pat, Pat, Susi, Sara, Wendy, and Barb

Dr. Chinn was superb. I am so thankful she delivered my son. She was professional when things didn't go as planned, and made this encounter a very great experience.

Darcy was very nice and professional.

I have always been treated with a lot of kindness and my Dr. Barlund is one of the best doctors I have had. Very good experience every time.

Laura was the best ever at starting IV's - only one stick each!

Phil, my night nurse, came in to see if I needed anything. He brought some warm blankets then sat in the chair by the bed. He talked about the thunder and hail. I mentioned hearing the helicopters and he said they bring in and take out patients. With his simple chatting, I was able to relax and also realize that it was 2012 and that I was in the hospital and why. Phil got up saying he needed to get back to work and left. I was able to rest again. I regret that I never told Phil how much I appreciated that he took the time with me so I could relax. His natural calm behavior was the perfect way to deal with me when I woke up. He is just one example of the quality of people that Whidbey General has on staff. Please tell him I said thank you.

We are very fortunate to have this facility available to us on Whidbey Island although Dr. Z. was not

involved this time, he is the best in my book

Eddie was excellent and pluses for Linda - Belinda & Bert.

PA-C Young is personable and easy to be comfortable around

I was in for comments from Dr. Wang on my blood test. She is very nice.

My pre-op appt. with Ginger Wacker was very helpful and she is a SUPER example of what an intelligent and empathetic nurse should be!! THANK YOU

My nurses (all shifts) were awesome. (Terri, Denise, Helen are ones that stand out most!!!)

Dr. Perera is an excellent Dr. Whidbey General is lucky to have him - Hope you can keep him. He did everything right.

Excellent care by Dr. Cichowski & staff for both cataract surgeries as well as excellent hospital care.

All our nurses - and everyone else -Dee, Chris, June, Maria are so caring, sympathetic, etc

QUALITY

CAP Survey

Recently, the College of American Pathologists (CAP) performed their bi-annual survey of our clinical laboratory. The CAP Laboratory Accreditation Program is an internationally recognized program and the only one of its kind that utilizes teams of practicing laboratory professionals as inspectors. The program is designed to go well beyond regulatory compliance; the program helps laboratories achieve the highest standards of excellence to improve patient care.

The team consisted of seven inspectors normally who work as medical directors, managers, medical technologists, and medical licensed technicians in other labs around the region. Our Laboratory did an outstanding job with some minor documentation discrepancies. Congratulations to Jody Levit and her team for a job well done in preparing for this short but exhausting day; please let our lab personnel know that their hard work is appreciated.

Release of Information

Release of Information (ROI) is governed by policy, regulations and laws such as HIPAA. Information released incorrectly is a breach of confidentiality and can also be a breach of HIPAA.

What are types of ROI are considered a breach of confidentiality?

1. A nurse explaining the patient's condition to family members without the patient's permission and authorization to release the information.
2. Staff providing copies of lab results, visit notes or any part of the medical record to a patient's family member such as a daughter when there is no Power of Attorney (POA) on the chart.

3. Staff releasing information or providing copies of the chart to a patient's family member based on the Physician Orders for Life-Sustaining Treatment (POLST) form. The POLST is not a POA and is not an authorization for ROI at all. The POLST is designed to improve the quality of care people receive at the end of life and has nothing to do with ROI.
4. Staff providing parents information about their adult child's condition when the adult child is competent. If an adult child is disabled and cannot make decisions for him or herself the parents can seek guardianship. If the parents are appointed by the court as guardians, the parents then act as the child's decision maker and can be given information about their adult child's medical condition. Some adult children who are disabled are still competent to sign a POA. If this is the case, the parents can receive information after producing a copy of the POA.

In each of the four examples above, the ROI is a breach of confidentiality and HIPAA.

GROWTH

Current Medical Staff Recruitment Efforts

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

FINANCIAL

Our accounting department has been working on getting all of our accounts analyzed, reconciled, and brought up to date. These activities affect the Balance Sheet and Financial Statement. The results of their work is reflected in July's statements, and will continue to impact our monthly statements with some increases and decreases to the bottom line until all accounts have been reconciled. I share this with you so that you will have some insight into the monthly fluctuations on our financials.

July's financial statements showed a positive margin of \$22,787 with an operating margin of 0.03%. The average inpatient census was 15.65, which was a 5% decrease from the June average census of 16.50. Inpatient surgeries were up from 43 in June to 50 in July, which is the highest number this year. Total outpatient volumes were down 1.2% in July from June.

Gross patient revenues were under budget by 12.2%, or \$1.9 million. Operating expenses were over budget by \$389,517, or 5.9%. Salaries and wages were under budget by \$129,114 (4.0%) and supplies were under budget by \$130,856 (16.4%). However, professional fees were over budget by \$280,151 (177%) and purchased services were over budget by \$374,939 (59%). YTD we have a positive margin of \$333,689, which is a .17% operating margin.

The Days Cash on Hand decreased from 88.5 in June to 84.6 in July. Days of Net Revenue in Receivables decreased from 30.8 in June to 30.7 in July

