



Administrator's Report 3/12/2012

PEOPLE

Mary Phelan Poole, RN served this organization well during the 6 months she served as interim director of the Emergency Department (ED). She has returned to Spokane to meet family and business commitments. During her tenure at WGH she earned the respect of the medical staff and advanced emergency nursing services in many significant ways. Some of those included collaborations with many colleagues in order to:

- Improve ED standards of nursing practice
- Improve patient flow
- Substantially improve the SANE program
- Develop a patient information brochure
- Revise the facility levels of care,
- Acquire additional cardiac monitoring capability to assure all ED beds are monitored
- Organize the pediatric emergency supplies and equipment
- Increase the scope of nursing practice in the areas of orthopedic and wound management, among others; and
- Stabilize staffing and scheduling

While we are searching for a great, permanent ED director, Linda Gipson will assume responsibility for the daily operations of the ED. We have a great team in the ED and I am certain that we will continue to advance the efficiency and effectiveness of emergency services during the search process. I do not believe that bringing in another interim director will be useful at this time and am hopeful that we will be successful in our search soon. As you may recall, Linda has been directing EDs since 1973 and looks forward to working with Dr. Hansen and his team to provide the best emergency care. She also hopes to implement several significant Process Improvement teams.

SERVICE

Standards of Behavior

Team Membership Update:

In the last Mr. T's report I listed the 2012 team members, I inadvertently omitted Megan Manker from the list. My apologies Megan who works in Diagnostic Imaging has been with the team since inception and has been a consistent contributor to and supporter of our Standards team.

The Standard of Behavior for March is:

EDUCATE AT EVERY OPPORTUNITY - Knowledge and retention increases with each encounter and for this reason I take every opportunity to educate.

- I educate by providing written and/or verbal information prior to, during and after service/s.
- I provide instruction at the customer's physical, mental and emotional level.
- I take the time to answer questions to ensure understanding.

This standard supports the organizational value of Great Service.

Following is stories from several staff members that exemplify this standard:

- *"I enjoy educating my mammography patients by showing them their images and explaining some of the anatomy to them. Most of them have never been shown their images before and they are amazed and grateful to see them. It's not such a mystery anymore. I get excited when they do."* Nancy Akada, Diagnostic Imaging
- *"The AIDET program is a positive off-shoot of the standards and has really changed how we approach our patients."* Kellie Harris, NWCC

Great Service Team

The Great Service Team is pleased to recognize Gemma Kato as the January 2012 Great Service Story winner. Gemma has been a diet aide in Food and Nutrition for over 5 years. She is a proud new naturalized citizen and is described by her colleagues as "kind and caring" and "always willing to lend a hand". When Gemma is not at work she enjoys spending quality time with her daughter, family and friends. Here is Gemma's story as submitted by Evelyn Mueller of MIS:

I have witnessed Gemma's great service which is above and beyond her call of duty. Last Friday during my lunch break there was a visitor who was eating in the cafeteria. The woman was in a wheelchair and clearly needed assistance, but was determined to take care of herself. Gemma immediately recognized this and helped her get her food and brought it to her table. Even through her lunch break Gemma continued to take care of this person. Finally, the woman finished eating and was ready to leave. Gemma yet again attended to her by wiping her face, brushing off her clothes, and taking her tray. The woman expressed how thankful she was and I am sure she will remember the Great Service she had that day. I think Gemma clearly demonstrates that we care about everyone who visits our facility. Thank you for your initiative and willingness to help others, and for being a great example to all of us.

Patient Comments

Angela, the social worker, was wonderful. She got everything set up and really helped me.

There are angels at that hospital! Everyone (Judy, Jennifer, Angela, Mary, Dr. Perrera, Sue in the ED) was great!

I give you guys a 5-star rating! Everybody is just super. The nurses went way beyond, especially Curtis and Miguel.

Everyone was wonderful. The nurses were all sweet, but especially Lori (Hilliard).

The gal from the cafeteria came to talk to me to help me with my diet choices and was very pleasant and helpful. My medicine allergies had been noted in my records, but not my food allergies and she got it taken care of right away and my dinner was the best I've ever had in a hospital. The nurses were great too: Ellen and Helen. The people in the ER too: Dr. Phelps and Heather.

Sam is a great patient access rep. She was prompt and friendly. A+ service

Both Dr. Burnett & Dr. Sherman were very helpful and sympathetic. They also spent a lot of time with us answering questions.

During my mammogram I started feeling faint Stephanie asked if I would like to have a nurse check me out - I declined but she really seemed in tune to my needs and genuinely cared

It felt good to be greeted by name from Chivaun Hill.

I feel Dr. Oakland was fabulous in his caring response with me/us.

Mike, one of my nurses, was excellent - over the top Professional

Stephanie was wonderful! She made me feel, at ease - explained everything and answered questions I had. Will definitely request her every time! Thank you

Erin and Liz are very helpful and pleasant to talk with and Bob also!

Stephanie was awesome!

Darcy is wonderful w/Kristen! What a sweetie! very good at listening to my questions & comments

Went to ER - Dr. PERERA was super nice and nurse SUE was terrific. PARAMEDICS WERE GREAT

Stephanie made the experience comfortable and fun. She is very professional and congenial.

Community Outreach

Each community interaction contributes to how a person "rates this hospital." To provide an "always" community experience means we must not limit our focus to the patient in a bed. Our continually evolving focus should include a variety of alternate settings where healthcare can be better attained and supported. Though very different, the following are three examples of such opportunities.

- WGH's Community Outreach program was recently awarded the **Women's Health Award**. Conferred by the Office of Women's Health, this funding will support activities and events that provide awareness and education to women living in the United States and its affiliated territories on the programs, benefits, and rights under the Affordable Care Act. These activities can cover different areas of the Affordable Care Act such as preventive services, Medicare benefits, reducing health disparities, and the Pre-Existing Condition Insurance Plan. Educational sessions should target women and provide them with information that will allow them to make informed health care decisions for themselves and their families. It is important to target women because they are more likely to be the primary health care decision makers for themselves and/or their family.

- During the month of February, Steel Magnolias played at the Whidbey Island Center for the Arts. One of the main characters of the play has type 1 diabetes. The assistant director asked if WGH could provide a display on diabetes. Our certified diabetic educators provided a display with information on the increase in type 2 diabetes, the prevention of type 2 diabetes, and treatments for type 1 diabetes. Over 200 people attended each showing of the play. Dietitian, Erin Simms and Don Miller, RN were present to encourage and educate our community at a time when they were intrinsically moved to learn.

- Remembrances of the Heart took place on February 11th at the Unitarian Universalist Congregation of Whidbey Island in Freeland. Remembrances of the Heart is a memorial for and a celebration of special people we have lost. It provides a place for friends and families to honor loved ones with an inspirational and informative program including music, reflections, a candlelight ritual. Suffering can sometimes be eased when we share time with others who have

experienced a similar journey. Over 75 individuals attended and felt the support of our staff during this intimate experience.

To seek out a time to participate in a future event you can access the Community Outreach opportunities via the WGH Outlook calendar. 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.

QUALITY

Rehabilitation Pool Area Update

The Rehab Services Aquatic Therapy Pool is an important tool of the therapist in treating certain types of patients with weight bearing issues. Our pool has been in service since 1988 and typically serves over 900 patients a year. Over the years the pool deck and dehumidifier have succumbed to normal wear and tear. They will be replaced during the month of April. In addition, the pool will be drained, patched, and the surrounding walls painted. Although the pool will be out of service for approximately four weeks, the new floor and less humid atmosphere will certainly create a more pleasant and safe atmosphere for our patients.

GROWTH

Hospice Certificate of Need (CON)

The Department of Health is still in the process of determining whether our Hospice CON application should be approved or not. In conjunction with our consultant, we are in contact with them at least once a week. Unfortunately, the speed of this process appears to be directly related to the cuts in staffing that have been made with the State programs.

Current Medical Staff Recruitment Efforts

- Two Family Practice physicians for PCA north
- Hospitalist replacement for Tom York
- Orthopedic Surgeon

FINANCIAL

During January our patient volumes were 9% under budget for the month and 7% less as compared to January 2011.

The month of January our patient charges were under budget by 9%, or \$1,439,023. Expenses for the month of January were 2% over budget, or \$152,108. We had a net operating gain of \$78,261 for January.