

Administrator's Report 6/11/2012

PEOPLE

WGH Staff Recognized as Health Heroes

Recently, several members of the WGH staff (and one former member) were recognized by the Island County Community Health Advisory Board for special recognition at the annual Linda Lee Martens Health Hero Award Ceremony. Gwen Parrick, Robert May, Michele Renninger, Laura Blankenship, Rich King, Ramon Villaflor and Carol Knaack (ret.) were all recognized for making significant contributions to the health and welfare of our community. Thanks to you all for your dedication and professionalism

Staff Development

Congratulations to Kimberly Bender on successful passage of the Certified Patient Account Technician (CPAT) exam. She has been awarded the CPAT technical certification through the American Association of Healthcare Administrative Management. Kimberly currently works as a Patient Accounts Representative.

Congratulations to Pam Hawley for obtaining certification as a Registered Sleep Technologist (RST) through the American Board of Sleep Medicine. Pam started working in the area of sleep in 1995, and this additional credential (Pam is already a Registered Polysomnographic Technologist) shows her commitment to continuing education and excellence in her field. Pam is one of 109 people in the State of Washington to have this official recognition.

SERVICE

Standards of Behavior

The Standard of Behavior for June is:

CREATE A SAFE, HEALING ENVIRONMENT – I handle with care; imagining I am on the receiving end of the experience.

- I slow down and concentrate on the task at hand.
- I protect and respect the privacy and confidentiality of all.
- I create a quiet environment.
- I focus communication on appropriate topics.
- I know and follow protocols, care guidelines and standards of practice.

This standard supports the organizational value of Quality.

Following are stories from staff members that exemplify this standard:

- "I was inspired to make my workspace efficient." Darci Truax, WGH Rehab
- "I want to put in a great story about someone in my department who always exceeds the Standards of Behavior. Sheryl Terrell is our contact person to the community. Today she helped a customer (patient) who had forgotten his ID in their car. She was able to go out to the patient's car, verify the information and help them out. She always goes above and beyond to help patients." Anonymous Health Information Management

Great Service Team

The Great Service Team is pleased to announce Debbie Paige as the April 2012 Great Service Story winner. Debbie has been a social worker in Care Management for over 7 years. Her colleagues appreciate her team leadership, being a strong advocate for her patients, and her knowledge and expertise. In her personal time, Debbie enjoys camping with her husband Mike (also a social worker and Great Service Award winner in February 2011), is a big Mariners fan, and delights in spending time with her children and grandchildren. Here is Debbie's story as submitted by Erin Simms:

Last week we had a patient who had dementia and was in pain from a broken bone. It was difficult to for the patient to comprehend the situation and family members attended to her daily. Before being discharged to a skilled nursing facility for further care, the family needed to leave to take care of things. Debbie kindly told the family to attend to their business and she would stay with her mom till they got back. I walked past the room and Debbie was in there reassuring the patient she would be ok and showing complete compassion toward her till her family returned. This was wonderful and heart warming to see. Debbie is an amazing social worker when calls, paperwork, or resources are needed to assist patients and she truly cares about the well being of them too. I love being her teammate!!

Patient Comments

Rose in the lab is great!

Very good experience. Dr. B was genuinely concerned and helpful in option for next step needed to ascertain medical problem

Dr. Chinn is very pleasant, caring and professional.

Josie & Kate: Admission was easy & quick. Got me & my husband comfortable for the night.

Barb L., Barb R., Kate, Pat, Nancy, Trina, Wendy, Erin, Monica & Trish. Thank you for all the great care & encouragement, WFBP - highly recommended.

Dr. Chinn is awesome. Very supportive & highly skilled. We were lucky to have her.

I really appreciated the work of Ann Busso. She is a great doctor!

Liz & Ian in ambulance to Mt. Vernon were attentive and very competent. Thank you.

Nurses in maternity are wonderful. Would like to say that Wendy, Suzi and Trisha.

The entire staff was courteous, friendly and very, very professional, especially Lynda

Dr. "B" is exceptional

Best of the best. Thank you Dr. Zaveruha & all nurses & staff.

Rebekah at the front desk is a true treasure

Jennifer is an excellent therapist

Cindy is amazing - her knowledge, experience & skills are evident w/every visit.

Jean is awesome as well - ditto the above.

Dr. Chinn is even better than amazing! If sliced bread was a doctor, Dr. Chinn would be even better

Dr. Zaveruha is a wonderful physician and the CCU staff as well as all other staff were excellent as well.

Michelle Beesley is very caring and experienced in caring for ostomy patients. I got the best advice and care.

Stephanie was very kind and professional

Hideki was very kind & professional. He made me feel comfortable & safe

L. Reidling ARNP-shows concern for problems-outlines all options & explains results of studies-she always has information on new options

Again, prior to the procedure and after the care, explanation of the procedure and after care by Dr. Picco was great and left me truly confident that I was on the road to a good outcome. The nurses and other staff made my recovery worth while.

Dr. Picco was terrific; I would say the best ortho dr. I have had experience with. All the nurses were outstanding.

The call I received prior to the procedure was professional, courteous and friendly. Truly put me at ease, same with Gail and Mallory at the round.

Dr. B was great. Ginger especially.

The nurses at Whidbey General are the best there are. We especially love Marissa.

Cindy is wonderful - She has improved my life!

Karla explained everything clearly.

Rebecca makes this process enjoyable.

Jennifer is EXCEPTIONAL good and very helpful. She is a real asset to Whidbey General.

It went good. They lady that did my x-ray, Jackie, was very nice.

The person who checked me in & conducted the ultrasound - Nancy? - was wonderful.

Rehabilitation Pool Area Update

After being closed for two and a half months, the aquatic therapy pool in the Rehabilitation Services department was back in operation on May 23rd. During the time frame the pool was closed, it experienced a comprehensive renovation. The pool deck floor was removed and completely replaced, the walls were repaired and painted, new tile was installed, the outside windows were replaced and the windows between the gym and pool were removed and a wall put up in their place. Added to these exterior changes, a new dehumidifier was installed and the filtration pump system has been rebuilt. Although a good portion of this work was performed by outside contractors, WGH's Engineering and Environmental Services staff deserve recognition for their considerable efforts towards the successful completion of the project.

Since re-opening, the re-furbished pool area has received a number of positive comments from both staff and patients. With the creation of this bright, updated and safe space, we can continue to offer a service that provides numerous benefits to a wide variety of patients.

ALOHA OPEN HOUSE - On Monday, 11 June from 12:00-1:00 pm and 4:00-5:00 pm, all WGH staff are invited to drop by Rehab Services to see their newly refurbished Aquatic Therapy Pool and learn about the only therapy pool north of Seattle and south of Bellingham. Refreshments will be served.

QUALITY

Team on the move!

The Community Clinics Performance Improvement Team (CCPI) has been quickly moving forward with a number of improvements in just two months of work. Here is what they have done so far:

- 1. Implemented patient labels for all medical record documentation
- 2. Developed and implemented a new 6 month medication refill program
- 3. Redesigned the problem/history/medication list form
- 4. Used lean processes to standardize how charts are placed on the providers' desks. The charts are now separated into urgent, same day, and can wait sections so patient requests can be quickly addressed.
- 5. Changed the appointment process for L&I claims
- 6. Created address stamps to eliminate repetitious writing for nurses and providers

The team has a great can do attitude and nothing is stopping them. They are using rapid cycle improvement and readjusting their tactics every two weeks. What's exciting is the providers and staff have started to create new ideas as a result of this work. For example, they are finding many time saving uses for patient labels and are enjoying the legibility of the labels.

Thanks to Peggy Sullivan, Kellie Harris, Whitney Christensen, Carisa Murray and Erin Miller. The Team is facilitated by Katie Carr and Teresa Fulton.

GROWTH

Hospice CON

On Monday, May 21st, we received a letter from the Department of Health approving our Hospice Certificate of Need! The exciting news will now enable the Home Health department to expand its services and offer our community the care it needs and deserves. This process took over 18 months and is highlighted below:

09/30/10	Letter of Intent Submitted
10/29/10	Application Submitted
10/30/10 - 3/8/11	DOH Preview and Screening
02-04/11 - 3/4/11	Supplemental Information Submitted
03/09/11	Review Begins; Public Comment Period Opens
04/13/11	Public Comment Period Ends
04/27/11	Rebuttal Comments Due
07/19/11	Pivotal Unresolved Issue Declared by DOH
10/11/11	Pivotal Unresolved Issue Response sent
05/21/12	Approval Received

A number of criteria had to be met for the DOH to approve our application. We were able to adequately demonstrate that:

- 1) The community has a need for the service,
- 2) All residents including low-income persons, racial and ethnic minorities, women, handicapped persons, underserved groups and the elderly will have access to the services,
 - 3) The services will be financially sustainable,
 - 4) A sufficient supply of qualified staff is available or can be recruited,
 - 5) Ancillary and support services are sufficient and available,
 - 6) The program will be in conformance with state and federal requirements,
 - 7) The program will not cause fragmentation of existing services,
 - 8) The services can be provided safely.
 - 9) And that existing services do not already exist.

The next step will be to recruit a qualified Director who can start putting our program together.

Current Medical Staff Recruitment Efforts

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

We have been successful in the recruitment of two new mid level providers:

Jules Sacerio, PA-C

Jules will be joining Whidbey Community Physicians as a full time provider in mid June. She proudly served in the U.S. Army and upon completing her military commitment, pursued a career in healthcare. Jules received her Masters of Science through the Hahnemann Physician Assistant Program at Drexel University in Philadelphia, PA.

Jennifer Eichhorn, ARNP

Jennifer will be joining the North Whidbey Community Clinic team as a part time provider at the end of June. Jennifer has worked as a Critical Care Nurse for almost 10 years and in May 2011, received her Masters in Nursing as a Family Nurse Practitioner from Washington State University.

FINANCIAL

April's financial statements showed a loss of \$249,000 with an operating margin of - 6.33 %. The average inpatient census was the lowest this year at 13.5. That is an 8% drop from the March average census of 14.7. Inpatient surgeries were down 16% from March and are down 49% compared to the average in 2011. It should be noted, however, that both general surgeons took vacations in April. Outpatient volumes were also down 7% compared to March.

Gross patient revenues were under budget by 12.2%, or \$1.9 million. Operating expenses were under budget by \$395,000, or 5.5%. Purchased services were under budget by \$217,000 which is 23%, and salaries and wages were under budget by \$162,000 (4.9%). Professional fees were over budget by \$157,000, caused mainly by two months' worth of Meditech consulting expenses being paid in April.

During April, the Days of Cash on Hand (CoH) increased from 78.6 in March to 90.3 due to the receipt of some of the property taxes due at the end of April. Days of Net Revenue in Receivables dropped from 43.5 in March to 35.1 in April. This means we collected more cash for patient bills than we did the previous month. This also helped increase the Days of CoH.