Administrator's Report 8/13/2012

PEOPLE

New Administrative Assistant

Please welcome Bobbi Silor, our new Administrative Assistant. Bobbi comes to us most recently from Northeastern Nevada Regional Hospital, where she served as the Administrative Assistant for five years. When you have the opportunity please stop by administration, introduce yourself and welcome her to our team.

Professional Development

LaJolla Peters, Learning and Performance Coordinator, has received her certification as a Professional in Human Resources (PHR). This certification is the end product of significant indepth coursework and preparation culminated by successfully passing a lengthy exam demonstrating a broad understanding of the bodies of knowledge in the HR field. Congratulations!

2nd Quarter 2012 Service Teamwork Attitude Respect

Cheryl Arndt - Patient Access

- **S** Always puts the patient first and stressed the importance of caring for our patients as we would like to be cared for.
- **T** Has participated in many teams and always strived for best outcomes.
- **A** Always has time to listen and provide support for patients and co-workers alike.
- **R** Is always looking for opportunities to provide better service and does this with great respect for all members of the decision making team.

Rebecca Harless - Quality and Patient Safety

- **S** Understands that everything she does is about service, not only to the employees and physicians she interfaces with regularly, but she understands the bigger picture.
- T Takes on challenging programs and is an excellent teacher and model.
- **A** Motivates and is a source of energy for those around her with her positive attitude.
- **R** Treats everyone with courtesy and politeness, and most of all, kindness and empathy.

Betty Hunter - Rehab Services North

- **S** Is committed to the hospital on a personal level and takes pride in what she does.
- **T** Without asking or needing direction, will take on anything she sees that needs to be done.
- **A** Her positive attitude, shining spirit and joyous nature makes her a pleasure to be around.
- **R** Has a knack for knowing when people need some special attention and is willing to go above and beyond to give it.

Teresa Fulton – Quality and Patient Safety

- **S** Places her extensive experience in quality management and review to the forefront of our hospitals goals of quality patient care and patient safety.
- **T** –Raises the professionalism of every group she belongs to because her focus is always on "what is the right thing to do" for our patients.
- **A** Vigorously campaigns for high quality care at Whidbey General Hospital and is the recognized Quality expert.
- ${f R}$ It is ultimately the respect she communicates through her words and actions that has helped her to build this solid foundation and achieve results.

SERVICE

Standards of Behavior Standard of the Month

I CONTRIBUTE - I understand my role and the roles of my teammates. I own my role and I am fully committed to the success of the team. I will contribute where ever and whenever I can.

This standard supports the organizational value of Teamwork.

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

• "I would like to tell you about a leader with a great attitude, Cheryl Coleman. She has worked very hard this year to implement the WebMedx program. After hearing that her job as a transcriptionist was being eliminated in two months, Cheryl still worked with team effort and a smile as she went to work to create a new system for Whidbey General that would process patients' documents for their medical record charts. Although she was not certain about her career ahead, she quietly and cheerfully worked trusting that everything would be all right, as she communicated with her manager to get the new program up and running. She enrolled in the AHIMA coding program with hopes of becoming a Registered Health Information Technician. While she has been hired on as the new Transcription/Charge Specialist, she continues to shine in her new role, never looking

back, just moving forward into the next challenge with confidence and purpose. She is an inspiration to us all."

Sheryl Terrell, Health Information Management

Community Outreach

Outreach can be accomplished through a variety of tools; face to face education, pamphlets and magazines to name a few. But one of the fastest growing and most effective form of outreach continues to be web-based education such as organizational websites and social media. WGH has recently made great strides in improving their web presence for the Whidbey Island community and beyond. The site is a work in progress but significant upgrades have already been accomplished in three main areas; Medical Staff pages, EMS pages, and Cancer Care pages. The improved site is loaded with information, resources, links to other healthcare websites, and informative videos that will support our community in their ever-changing healthcare needs. There's also lots of great photos of WGH staff. We're interested in your feedback so please visit the site at www.whidbeygen.org and provide any comments to Trish Rose at roset@whidbeygen.org.

Patient Comments

Stephany - mammogram is very professional, made me forget I was a patient

PA Bibby was very attentive to my health issues and very thorough in getting to the bottom of my problems and addressing each in a very professional manner

Barbara was great.

Chris and Linda were always so pleasant to deal with at rehab services

Gary, the physical therapist, was very knowledgeable, skilled and funny.

Great. Very pleased with Amy Picco, DO

The nurses were great, especially 'Candy'.

Tom the anesthesiologist was great!

Dr. Oman is very knowledgeable & straight talker. Excellent!

Special thanks to emergency room staff, Dr. Perera, nurse Betts is exceptional.

Dr. Brown kept me well informed. I felt very comfortable with him.

Dad's nurses were EXCELLENT! Lori was especially compassionate and extremely professional w/him she was exceptional

I am so happy that Kristine Young listens and pays attention. She saved my life. I feel very fortunate to have Kristine Young as my doctor. She really cares!

Kathy in the appt. scheduling/registration area is excellent. She speaks clearly (especially on the phone - important for us older patients), is always courteous and very efficient.

I have found PA Bibby to be knowledgeable about my condition and very CARING!

Devia is always available to return call and follow up on NEEDS

This was my first appt. with Dr. Picco. I really liked her and felt she was interested in my care and very knowledgeable about medications.

Rebecca is wonderful, she is helpful, welcoming, efficient and a joy to see at each visit.

Lucienne was great!

The nurses knew exactly how to calm my frazzled nerves. The were so compassionate, patient and kind and made me feel safe. They are great comforters especially CANDY!!

My granddaughter & I have been coming there since 2001. We love it there (Toni is Great) Crissy is wonderful. Everything is great there. I hope no one leaves, it is important to us you are all there. Thank-YOU.

Cindy was awesome. I was very sick when I came there and she made me feel comfortable and made me smile. .

Rebecca is excellent at her job! Always caring and a wonderful smile

Jennifer and Amanda are awesome and work well as a team!

Nate and Doc Oman are wonderful. Made a very hard time a little easier. Dr. Oman is the best doc I have ever had!

QUALITY

What do you need to report?

All Patient Safety events need to be entered into the Patient Safety Network (PSN). Additionally, if the event never reached the patient but was a near miss it also needs to be in PSN. This gives us the opportunity to correct the process and prevent this same event from reaching and perhaps harming another patient. If the event reached the patient but didn't hurt the patient we still need the event reported in PSN. This again is our chance to make

process and system corrections to protect our future patients. Of course any event that reaches a patient and harms him/her needs to be in PSN even if the harm was only temporary.

We use PSN reports to trend our data and create improvement teams based on these events. We also use the PSN reports to track how and when we resolve issues with patients such as a patient or family compliant. We look at PSN reports by event type such as falls and by unit such as med/surg to look at performance and work with the staff to create meaningful interventions that work at their local level.

In the State of Washington, we have a duty to report. This mandatory reporting covers not only all practitioners regulated and licensed by the Department of Health but also boards, commissions, employers, healthcare facilities and others. That means you must report unsafe acts so that we can evaluate the patient's safety and well being and take appropriate action to prevent future harm.

Not sure if you need to make a PSN? Please call the Quality Office at extension 3154 and we will be happy to help you.

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

June's financial statements showed a positive margin of \$124,897 with an operating margin of 1.73%. The average inpatient census was the highest since January at 16.50. That is a 27% increase over the May average census of 12.90. Inpatient surgeries were up from 36 in May to 43 for June. Total outpatient volumes were down 6.7% in June from May.

Gross patient revenues were under budget by 7.9%, or \$1.2 million. Operating expenses were under budget by \$532,646 or 7.4%. Supplies were under budget by \$207,122 which is 22.9%. Purchased services were under budget by \$150,764 which is 16.2%, and salaries and wages were under budget by \$229,668 (6.8%). Physician fees were over budget by \$108,000 and

professional fees were over budget by \$58,000. YTD we have a positive margin of \$310,902, which is a 0.20% operating margin.

The Days of Cash on Hand decreased from 95.3 in May to 88.5 in June, which is a normal decline after the receipt of half of the property taxes in April and May. Days of Net Revenue in Receivables increased from 28.9 in May to 30.8 in June. This means we collected less cash for patient bills than we did the previous month.