

Administrator's Report 12/10/2012

PEOPLE

Susanne Cary, RN, recently passed her Oncology Certified Nurse Exam, which indicates she has gone over and above to increase her skills in caring for the oncology patient and family. Susanne is in good company, since most of the nurses in the MAC also hold this important certification. Congratulations, Susanne!

Our Emergency Department is enhancing their services by adding Emergency Technicians to the team of care providers. The Emergency Department has primarily been an all Registered Nurse staff. In order to enhance the customer experience, improve efficiencies, and support the nursing role, we have added the ED Tech who will perform duties that do not require licensed personnel. The ED tech is trained to perform basic venipuncture for blood specimen draws, wound care, EKG performance, splinting, and other tasks that may be delegated. They will work alongside the nurses and physicians to provide high quality, timely and efficient care. The individuals in this role are great team players and model stellar customer service. We are glad to have them on the team!

SERVICE

Standards of Behavior Standard of the Month

AIDET is directly linked to the WGH Standards of Behavior. AIDET is a communication framework that "connects the dots" and helps patients, families, visitors and co-workers better understand what we are doing - and most importantly, why. When combined with AIDET, the Standards of Behavior are really about building mutually beneficial relationships with our patients and each other.

By using **AIDET**, we provide **GREAT SERVICE**, guarantee **QUALITY**, use **INNOVATION** and demonstrate **TEAMWORK**.

The following comment from a staff member exemplifies this: *"We can best demonstrate our commitment to the standards by utilizing AIDET consistently. AIDET brings our standards to life, and it is having positive impact on our patients. Every time I see a great letter to the editor about our care, I say, 'That's our standards at work.' "* Trish Rose, Public Relations

Great Service

October's Great Service Award recipient is Carolyn Mengel from Nursing Administration. Carolyn came to WGH five years ago as an LPN. She changed her career path to assume the charge specialist position focusing on Respiratory Care. Carolyn's husband is a pilot for a private company and flies all over the world. She has two sons, one is in the National Guard and one is in the Navy, currently stationed in Bahrain. Carolyn has five grandchildren (3 boys and 2 girls) with number six grandbaby on the way. Carolyn has four dachshunds who love their "Mom".

Carolyn has been a role model for teamwork and service. As a charge specialist, she has stepped up over the past several months to fill multiple complex and highly technical roles in other departments. When we needed coverage in Surgery for the scheduling function she volunteered to do it; when we had challenges filling the ED HUC position she again volunteered to step in, changed her work schedule and did so with a smile. When the staff member who does scheduling for the nursing department was away she again stepped up to fill in to that extremely challenging role. Each time she took her own work with her and got it done while also participating in the Meditech build for respiratory care and their charge master review. Each time Carolyn has identified a need, offered to help, and did so in a professional and thorough manner. We could not have done it without her and she is an example of the very best in our standards of behavior and our mission!

Submitted by, Linda Gipson, CNO

Patient Comments

Dr. Picco and his assistants are the best!

Roxanne (DI) is very caring and reassuring.

Mary (DI) was very helpful.

Ann and Josh? (DI) Very competent.

Dr. Sanders has great "bedside" manner and always explains clearly his diagnoses and hypotheses. Lots of confidence in him!

I respect Dr. Langrock's ability to handle my health issues.

Amy Picco is wonderful!!!

OB nurses were wonderful, special shout out to Erin & Wendy in OB.

Given a choice, I will not go any where else for a mammogram. The ladies there are A #1 - just fabulous.

Dr. Langrock is everything I want in a doctor - he is perfect - also the support staff at WCP is excellent.

I have always had excellent help at Whidbey General & with Dr. Johnson.

Rebekah (Rehab) is amazing!

Circumstances did not allow me to have the procedure, however, I was impressed with the courtesy of staff and the confidence I felt with Dr. Oman. I will definitely seek her out if the need presents itself in the future. ALL of the techs have been very courteous and put me at ease.

Danielle (ultrasound tech) is especially wonderful!

Laura in Rad who performed my last US was very informative and professional & the tech that did my MRI w/contrast was awesome when putting IV in. I barely felt it and that is a big deal for me for I have difficult veins.

Emily is awesome (she makes me better, she has magic hands, and every body is very nice).

Jennifer Wesley is a remarkable provider. Her knowledge and outstanding bedside manner far exceed expectations. The entire staff, from reception to Jennifer are excellent. Kudos on such a terrific crew.

Bonnie G. got me ready for surgery. She was so nice and outstanding what a wonderful nurse.

Dr. Plastino, Dr Busso, and all the nurses were great! It was like going to a hospital in 'Northern Exposure,' very cozy.

Community Outreach

We use innovation in a meaningful way to catalyze our work in order to best meet the ever-changing needs of our community. We remain open minded and curious in exploring new ideas and opportunities for the purpose of continuous improvement.

In recognition of November's standard of Innovation, the outreach team endeavored to move children of all ages to take an interest in health. The multidisciplinary team included eleven WGH departments and community partners in health including; CES PTA & staff, DOH, Sno-Isle Library System, Boys and Girls Club, CHS honor society students, Macaroni Kids, Oak Harbor Pediatric Dental Clinic, and Central Whidbey Fire. Traditionally, a health fair entails booths promoting prevention and encouraging options for empowering choices. The 130 children and parents in attendance found that and so much more. To promote exercise and engage individuals to stay for the two hour period the team added rock and roll music with a DJ as well as a hula-hoop-a-thon. Kids and parents found themselves active, entertained, and gaining knowledge about health together. Each child went home with a hula hoop and health passports with stickers that assured that each participant visited all health related tables to be eligible for prizes.

Notable moments: Young children learning CPR, the hula hoop endurance contest winner smiling ear to ear; or the noteworthy expression of the boy who touched the blackened lung at the Tobacco Cessation table, only to say, "Boy, I'll never want my lungs to look like that".

To view photos of this event please visit <http://whidbeygen.org/images/hula-hoopla> . If you would like to participate in a future outreach event please contact Michele Renninger at **678-7656 ext 2136** or communityoutreach@whidbeygen.org.

QUALITY

Patient Safety Net

The UHC Patient Safety Net (PSN) is our system-wide event reporting tool for Quality and process improvement. Reports made through the PSN have the benefit of protections offered by the Patient Safety Act. This aligns with our Safe culture. All staff members have access to the web-based front line report writer. Events related to patient, visitor, or staff safety should be reported. Front line staff reporting enables us to collect, analyze and make improvements to our care and environment.

A Near-Miss event is a type of event identified that is a potential problem. As an organization, we encourage the Near-Miss report as an opportunity to implement change or improvement. Through your efforts to identify and report safety events, we have made progress with our goal to prevent harm to patients. If you need help or assistance with PSN report writing, contact your department manager or the Quality & Patient Safety dept at ext.3154. We are here to help.

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

An important objective of our new CFO and Controller has been cleaning up and reconciling our general ledger accounts, which has resulted in both positive and negative impacts on our financial statement. In October's financial statements we show a negative margin of (\$1,666,025) with an operating margin of -11.7%. The negative margin is due to a \$2.8 million year-to-date adjustment (primarily Physician Clinic expenses) that had not been reported in the hospital financial statements, identified through the reconciliation process. Due to the legal form of some of the hospitals legacy physician arrangements, there had been a separate reporting structure. After discussion with the Hospital Board of Commissioners in finance committee we feel that it will present a clearer position of the district's financial health to report these expenses on a monthly basis going forward.

The average inpatient census for October was 13.84, which was a 1.1% decrease from the September average census of 14. Inpatient surgeries increased from 32 cases in September to 45 cases in October. Total outpatient volumes increased by 8.9%.

Gross patient revenues were at \$14,282,585 which was less than budget projections by 13.6%, or \$2.2 million. Operating expenses were over budget projections by \$2,648,762, or 38.2%. Salaries and wages were favorable to the budget by \$457,148 (13.2%) and employee benefits were also favorable to budget by \$482,509 (62.2%). Purchased services were more than projected in the budget by \$3,031,381, or 503% as a result of the inclusion of the adjustment described in paragraph 1. Professional fees were over budget by \$166,131 (178%). YTD we have a negative margin of (\$155,512), which is a negative (.71%) operating margin.

The Days Cash on Hand increased from 71.2 in September to 74.3 in October primarily the result of the property taxes which we received as planned at the end of October. This may change in December as a result of the December 1st LTGO loan payment of \$1.4 million. Days of Net Revenue in Receivables increased from 36.1 in September to 38 in October.