



Administrator's Report
5/14/2012

PEOPLE

1st Quarter 2012 Service Teamwork Attitude Respect

Stephanie George – Diagnostic Imaging

S – Always has a beautiful smile on her face and explains the procedure to her patients.

T – Is a role model and lives our Standards of Behavior

A – Her positive attitude has a contagious effect on the rest of our staff.

R – She trusts her co-workers and shows them respect.

Cherry Hastings – South Whidbey Community Clinic

S – Her service work is amazing and “above and beyond” appears to be her motto.

T – She manages up staff at every opportunity.

A – Not only has an upbeat attitude herself, she empowers other staff to do the same.

R – She values us all as equals, as human beings that all need nurturing and respect.

Brenda Merrick – Island Women's Healthcare / Whidbey General Surgery

S – Is customer focused, whether her customer is the patient, the provider or an employee.

T – Understands not only her personal role as a member of the WGH team, but also the role each of the clinics play in that team and in the community.

A – Has a willing heart and self improvement is on the top of her “to do” list every day.

R – Values diversity of others and shows appreciation for all, no matter who they are or where they might be in that moment in time.

Melody Ryan – Patient Accounts

S – Able to maintain her daily functions while working with Meditech as well.

T – Works closely with all the patient account reps and does not hesitate to assist them when needed.

A – Has been able to have a positive attitude even with a busy schedule.

R – Treats everyone with respect and dignity

SERVICE

Standards of Behavior

The Standard of Behavior for May is:

ENCOURAGE CREATIVITY - I empower a culture of innovation.

- I believe in my ability to be creative.

- I encourage and reward new ideas.
- I am intellectually curious.
- I recognize that there are no fixed paths towards healing. I accept new ways of doing something, always keeping the expected outcome in mind.
- I deliver solutions, not problems.

This standard supports the organizational value of Innovation.

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

- *"It was exciting to see people motivated and inspired to make positive changes."* Aggie Jendro-Calim, Human Resources
- *"Volunteers, LaJolla T, Randy W, Cheryl A, Nancy B, Arlene T, Gary T, Patient Access staff and Diagnostic Imaging staff recently made an AIDET video to use in our new employee and volunteer orientation. It was a collaborative effort that went from inception to completion in less than a week. It was shown to the WGH Board of Commissioners at a Board meeting. It took teamwork and innovation by our great staff and volunteers to produce a quality video in such a short amount of time."* Nancy Bailey, Volunteer Services

Great Service Team

The Great Service Team is pleased to announce Jaime Fierro as the March 2012 Great Service Story winner. Jaime has been a Cook and Diet Aide in Food & Nutrition Services for 6 years. Jaime has a passion for food, loves to cook, and makes a mean tortilla soup. When not at work Jaime runs a landscaping business, enjoys shooting his pistol, and spending time with his daughter. Here is

Jaime's story as submitted by Katherine Clay:

It had been a very hectic and busy day at the hospital. I received a call that my daughter had an accident on the softball field. I brought her to be seen in the ER. After she had been taken care of at the ER, she just wanted something to eat and go home. We rushed down to the cafeteria to see if we could get something to eat. The kitchen had just closed but I spotted Jamie. He could see my daughter wasn't feeling well and produced a hot cup of soup for her. Thank you Jaime for living for your customer. It made all the difference to my daughter.

Patient Comments

I highly recommend my PT, Gary Piazzon. He is really knowledgeable and listens to me. I have had PT several times before, and he is the BEST.

Rebekah was great! I enjoy seeing her smile at each visit!

Jennifer & Amanda are the best! They are very knowledgeable and work to do what is best for my recovery! They make me know that they really care.

Anne Marie was amazing. Introduced herself and told me her background, described the test exactly, then talked to me the whole way through, explaining as she went. TRULY professional

Dr. Langrock listens to my concerns and lets me have my input on treatment. It is greatly appreciated

Amy Picco is very thorough and very friendly. She has provided me excellent healthcare.

Annie, Taylor, they were exceptional - extremely compassionate care

Dr. Plastino, nurses Donna Trontvent and Janet Wallace were outstanding. If this would have been a baseball game... it would have been a home run. Thanks to all

Dr. Plastino was a true professional with an excellent bed-side manner.

Carla was always caring, thoughtful, and respectful to my dad

Dr. Mike Picco is my hero. He was the 1st dr., out of 5, to correctly diagnose me, after 2 1/2 yrs. in pain constantly.

Dr. Dannhauer is an excellent caring physician.

I was able to progress well with the person running my class - Don Miller.

Dr. Bahiraei and Dr. Oman have my fullest confidence. Excellent doctors

Dr. McKee was very thorough he listened to my concerns.

Outstanding department! Cheri and x-ray student Kami explained the test well and made me feel very comfortable. Exam was painless, quick and easy.

Phil (OT) and Tristan (PT) were very knowledgeable.

Chris (receptionist) was very helpful.

Laura was great, again!

Appreciate Mrs. Bibby and her outstanding care!

PA Young ALWAYS takes time to listen and she always takes the time to be thorough. I would send my loved ones to her, she is THAT good!

PA Bibby always asks if I have additional concerns and when a choice arises about treatment, she explains the choice or choices and discusses them with me. She does not waste time or brush me off. I happen to believe she may have saved my husband's life.

Dr. Amy Picco was very nice and professional. She also has a very nice smile

Dr. Chinn and Dr. Barrio very kind and knowledgeable. Placed us at ease. Dr. Barrio came in despite not being on call and Dr. Chinn came in despite not seeing me for prenatal care. Thumbs up. Great job.

When it comes to your hospital, I can't say enough nice things! The nurses, the student nurses, Dr. Hu, the ED; everybody was great. It exceeded my expectations. I am new to the area and have read the things you see in the paper and it's not true at all. I have never felt so well cared-for. I will certainly be an advocate for your hospital!

I had wonderful care from both the doctors (Dr. Oman & hospitalists) and the nurses! I was really pleased with the way things happened so seamlessly, considering it all had to happen in a bit of a hurry. It all seemed very coordinated.

Danhua Wallace is great. All the other nurses too.

You have a wonderful crew! I told Dr. Oakland that he should be very proud of the people who

work there.

This was the first time that I had met Barbara Simons. I was pleased with the care & pleased with how she presented herself.

Dr. Chinn is wonderful. Very funny woman who makes you feel better about your situation.

As usual I was treated very well by all involved - physician (Dr. Oman) nurses, etc.

Vance was the person that performed the CT scan - he was extremely informative all others were also great.

Love - love – love Michael Picco & Dr. Livermore when Dr. Picco wasn't available! Explained to my wife expectations & procedures following the surgery.

Donna, Thom (anesthesia) & Mitch were excellent & Dr. Z. is the best!!

Bonnie & Marissa made me very comfortable & listened to my concerns. They took action to be sure my concerns were taken care of.

Dr. Vader, anesthesiologist and Dr. Cichowski were both wonderful. I was in very good hands. Thank you to all, they did an outstanding job.

Dr. 'Z' and staff were awesome!

All wonderful people from the front desk people, Rebekah is AWESOME AWESOME!!!

QUALITY

Improvements to Cardiac and Stroke Care

Whidbey General was accepted as a level 2 cardiac center and a level 3 stroke center by the Washington State Department of Health in April of 2011. This means we meet or exceed specific heart attack and stroke standards set by the state and are actively engaged with other regional level 1 facilities. A level 1 facility is where our patients may be transferred to for a higher level of care specific to heart attack or stroke. The purpose is to create, execute, and revise how our patients are cared for by reducing delays and expediting best practice models. By joining this system of care, quality improvement initiatives for both heart attack and stroke patients have reduced delays in treatment which support a high quality patient experience.

Each heart attack or stroke case (which we refer to as STEMIs) are carefully reviewed by the assigned team. The teams are made up of staff from Whidbey General and the receiving facilities. The team members look at the moment 911 was activated to when and where the patient was discharged. From this detailed information each step of the way is analyzed to see if there are improvements that can be made. A tremendous focus is placed on when, how, and why communication occurs so that the patient's care is as seamless as possible.

After a year of diligent work there have been tremendous improvements to our system that has produced high quality results;

- EMS medics initiating a 12 lead ECG while in the field and initiating a special activation code for heart attack or stroke
- ED nurses trained to expedite key elements of system activation within minutes of arrival.

- Immediate consultation & activation of the system from a receiving facility expert such as cardiologist, neurologist, or other specialty providers at the start of the patient care experience.
- State of the art equipment and medication protocols for Telestroke patient care monitoring and treatment.
- Transport protocols that take a patient from the situation directly to the level 1 facility as appropriate
- Emergency best practice heart attack medications are standardized across the continuum of care reducing omissions or duplications.
- Dramatic increase in non-clinical staff and community members competent in CPR
- Ongoing stories of success demonstrate that our community knows how to call for help if a person is experiencing signs and symptoms of a heart attack or stroke instead of delaying care or driving to the ER in a private vehicle.
- Patients who have little or no damage after a life threatening event who return to a high quality of life on Whidbey Island and share their stories with others.

Medication Dispensing

Our hospital has crossed a major milestone this week in terms of improving patient safety. On Tuesday, we brought online six Omnicell medication dispensing systems. This project had been in the works for many months and this preparation paid off as the go-live went quite smoothly. Pharmacy technician Cherie Post took the lead on this project and has spent countless hours setting up the machines and training. Thanks should also be shared to the rest of the pharmacy staff who created time for Cherie by picking up many of her normal duties.

Rehabilitation Pool Area Update

The work on the pool is less than two weeks from being completed. Over the past month, the following work has been completed: the subfloor, drains, and main floor has been replaced, the walls have been repaired and painted, the windows have been replaced, and the filtration pump system has been rebuilt. The only work remaining is to repair the pool basin, install the electrical for the dehumidifier, and painting the changing room.

GROWTH

Hospice Certificate of Need (CON)

No update for this issue as we are still waiting for our formal decision.

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

FINANCIAL

While compiling the March financial statements there were several items identified that affected our financial statement for the first quarter. As such, these changes are reflected in the March financials resulting in a YTD positive bottom line. The YTD activity indicates the hospital has made over \$326,000 of net income for the first three months, which is positive. However, this is an operating margin of 1.44%, which is less than our budgeted margin of 3.0% for the first three months of 2012.

While a positive margin is good news, this small margin is not enough to meet needed technology updates, or to replace failed equipment. Recently both of our ultrasound units failed and needed replacement. The cost to replace is close to \$400,000.00, the money will come from cash on hand and operations.

During March, our Days of Cash remained steady at 78.6. In addition to supplementing the ultrasound purchase, we will begin drawing down these cash reserves as we pay for our Meditech purchase and implementation. We have also planned a much needed replacement of the CAT scan this year, which will also come from cash on hand.

We continue to monitor both inpatient and outpatient volumes. Inpatient volumes were better with inpatient census at 14.7 in March versus 13.7 in February (a 7.5% increase). Outpatient volumes were 9.0% better than February. However, we are still concerned with our volumes in Inpatient surgeries, which were down again in March, about 61% below the average for 2011!

Overall the month was positive, but still concerning given the known expenses we face in the near future. I would like to thank you all for the efforts you have made in controlling unnecessary expenditures, which will help us through the lean months ahead.