

Administrator's Report
6/14/2010

PEOPLE

Professional Development

Audrey Spencer, Erin Miller, Audrey Snyder and Amanda Barnes all received their "Certified Healthcare Access Associate" (CHAA) certification

Amanda Barnes received her BS in Business Administration focusing in Human Resources Management.

Annie Doran is now a certified EMT

Susan Landusky received her National Certified Phlebotomy Technician certification

Kim Bailey received certification as a Certified Registered Central Service Technician

Marissa Olalia, RN received her Certified Ambulatory Peri-Anesthesia nurse (CAPA) certification

Darci Truax, MA, CCC, Pediatric Speech-Language Pathologist will be a course co-presenter at the ISAAC 2010 (International Society for Augmentative and Alternative Communication) in Barcelona, Spain. The topic is "Language Fundamentals of Augmentative and Alternative Communication: Sentence Types, Pragmatics, Stages, Morphology, and Parts of Speech". Congratulations Darci for being chosen as a presenter at this international event.

Leadership Development Institute (LDI): *Family Medical Leave Act*

Family Medical Leave was the topic of conversation for the May LDI. LaJolla Thiel, HR Leave Coordinator, provided a clear, thorough education to WGH leaders on Family Medical Leave. Standards of behavior were woven throughout the presentation, demonstrating that managers are supporting these when they appropriately manage the leave process for employees. Participants agreed this was a very worthwhile topic and one that they will be able to directly apply in their departments. Following were several comments made by attendees:

- *"Great practical information which will help our managers feel empowered to better manage the leave process"*
- *"Great presentation – understand it better"*
- *"Try to refer staff who seem to need a leave to get their needs met. Counsel/evaluate employees more timely and effectively"*
- *"How Standards and Behavior apply/impact this topic...good to see how these are being integrated into managers conversations and organizational view"*

Employee Recognition

During the month of May, we celebrated our employees during Hospital Week at our annual Employee Appreciation Celebration. We recognized the superior work of the WGH team and presented service award pins to 85 employees, recognizing years of service from 5 years to **35 years for Pat Lamont** from Printing & Duplicating. Additionally, the Amy Ayers Award recipient was announced. Rich Ralston, Respiratory Therapist, was recognized for his exceptional patient care, personal service and the many ways he demonstrates our Patients First values.

Other employee service award recipients:

30 years Marie Meyers, ED and Pat Stanwood, OB Anesthesia

25 years Bonnie Garcia, PACU/AS

20 years Michelle Beesley, MAC/Oncology; Glenn Ducken, HIS; Carla Jolley, HHC; Cindy Smith, Rehabilitation Svcs; Kathryn Stelling, ED and Mike Unruh, ED

15 years Kurt Buchholz, EMS; Cheri Duncan-Westerdyk, In-Patient Nursing; Judy Good, CCU; Amy Hauser, Rehabilitation Svcs; Shelley Johnston, DI; Ronda Lincoln, Food & Nutrition Svcs; Cecila Mariner, In-Patient Nursing; Fran Stevens, In-Patient Nursing; and Lisa Toomey, MAC/Oncology

10 years Diana Brinkley, Patient Access; PC Cable, HHC; Kathryn Clay, In-Patient Nursing; Leigh Cooper, AS/PACU; Vera Demers, Patient Financial Svcs; Lanie Doran, NWCC; Dr. Haigh Fox, NWCC/SWCC; Melanie Green, WFBP; Phil Groening, Rehabilitation Svcs; Janie Keilwitz, Life Center; Bonnie Leavitt, Lab; Greg Leavitt, In-Patient Nursing; Christine Lockhart, Central Svcs; Carla Naymik, HHC; Ray Ould, DI; Christina Parker, EMS; Barb Read, WFBP; Michelle Rouse, Food & Nutrition Svcs; Karen Strawn, HHC; Peggy Sullivan, NWCC/SWCC; Barb Thelen, Pharmacy; Dawn Tibbett, In-Patient Nursing; and Beth Wright, ED

5 years Amy Bolles, AS/PACU; Julie Bolles, AS/PACU; Naomi Brinkman, Transcription; Jackie Bruns, MAC/Oncology; Carla Chapman, Care Management; Meagan Daniels, Lab; Roben Delacruz, ES; Patsy Dollarhide, DI; Stephanie George, DI; Cathy Geygan, RT; Dee Giordan, MAC/Oncology; Robert Hall, Lab; Mary Horn, DI; Jannine Ishler, In-Patient Nursing; Erin Jackson, HR; Marta Jensen, MAC/Oncology; Anne-Marie Kerns, DI; Lanie Kiel, Surgical Svcs; Steve Kiel, CS; Marti Krotz, RT; Deborah Lee-Hillman, SWCC; Jackie Lipstein, DI; Emily MacCormick, Lifeline; Sandy Marshall, AS/PACU; Sonia Miller, In-Patient Nursing; Alicia Moreno, AS/PACU; Linda Morey, NWCC; Nancy Nielsen, In-Patient Nursing; Deb Page, Care Management; Richard Peteroli, Purchasing; Brandy Rickabaugh-Smith, Lab; Dawn Sellgren, In-Patient Nursing; Carol Sharpe, ED; Dave Sharpe, ED; Sonny Soliman, ES; Donna Stimpson, Accounting; Pat Strong, Rehabilitation Svcs;

Bianca Terado, Patient Financial Svcs; LaJolla Thiel, HR; Desiree Thierstein, HR; Susan Thomas, In-Patient Nursing; Christina Wagener, DI; and Liz Wilson, ES

Volunteer Recognition

In May, we also recognized the contribution of our volunteers at WGH, an amazing group of women and men, reaching almost 130 in their ranks. These volunteers donated 17,297 volunteer hours in 2009, and contributed to creating the best possible experience for our community. Our volunteers were also recognized for their hours of service and it is evident that we could not accomplish our mission without them.

2000 hr. pin recipients: Jo Davies, Jane Fairbank, Betsy Eidsmoe, Shirley Westefeldt

1000 hr. pin recipients: Susan Alcaraz, Dean Hone, Lynn Sullivan, Arlene Kennedy

500 hr. pin recipients: Barbara Kerns, Lynn Stiern, Janet Schlaifer, Lori Marshall, Blake Thompson, Sabrina McClimons, Anne-Marie Mortenson

100 hr. pin recipients: Sharon Austin, Kathy Pigott, Audrey Taylor, Meg Van Dusen

SERVICE

Community Outreach

Dr. Fru Bahiraei addressed the North Whidbey Rotary on the topic of Gastroesophageal reflux disease (GERD). He talked about Chronic Acid Reflux: what it is, and the problems it causes, how to 'fix' or manage the problems, and some info on natural orifice surgical therapy. The presentation was wonderfully received and the club felt very fortunate to "get this young doctor here to talk about the 'next generation' of surgery", which is now available at Whidbey General. He also made this presentation as part of our Community Health Education program and over 30 community members came to WGH to hear him speak.

Patient Comments

We receive many positive comments from our patients about their healthcare experience at WGH. Our Leadership Team has been recognizing the importance of these comments by writing personal thank you notes to individuals and Departments mentioned. Below are some of the more recent comments:

*Jody was really great.

*Wendy was very polite and explained everything -

PA, *Tom York, was very helpful

*Carolyn was sweet, caring, listened to my needs. Love HER!

*Mary the cleaning lady was awesome. Quiet, efficient & courteous.

I was very impressed with the care given by *Marisol (night nurse) she was very nice to me.

The ER nurse, *Diane, was a sweetheart and... I didn't even have a bruise from the IV she gave me! That's saying a lot because I bruise easily!

*Dr. Oman - Excellent!

Awesome young lady for ultrasound (Ann Marie Kerns was ultrasonographer)

*Dr. Hawkins, *Gwen and *Ann were superb! Please note: *Dr. Hawkins, *Gwen, *Ann in Diagnostic Imaging were AWESOME!! I couldn't ask for more

*Rebecca's knowledge shows through as easy as she made it seem.

*PA.York was excellent; he fully explained what was going on & what needed to be done.

I have recommended to others who get colonoscopies, the great facility & helpful nurses, plus *Dr. Oman was a great person to sit & talk to about all my concerns. Very happy that I had results in one day.

As a retired x ray field service engineer with 27 years experience in the US West Coast- Canada, Ireland, England, France, and Italy, most VA and military West Coast Hospitals. I would go no place else!

Thanks to nurses *Sarah, *Tom, *Maria and the rest...good crew. Thank you all.

Contract Status

Anesthesia services contract update: We continue to work through the contracting process. Attorneys for Penn Cove Anesthesia and Whidbey General are working the final points of the contract.

QUALITY

Quality

The CDC's National Healthcare Safety Network (NHSN) just published the first state specific healthcare-associated infections summary data report. NHSN is used by healthcare facilities in all 50 states, Washington DC and Puerto Rico, including Whidbey General Hospital.

The State of Washington has enacted legislation mandating reporting of central line associated bloodstream infections, (CLABSI), ventilator-associated pneumonia (VAP) and infections in some surgical sites.

This first report from NHSN is limited to CLABSI. The data are summarized using a Standardized Infection Ratio (SIR) to measure the actual number of infections in a facility or state compared to the baseline U.S. experience. This accounts for differences in hospital size or type and acuity of patients in the ICU. It also is easier to remember than a different benchmark for each type of ICU.

An SIR of 1.0 means the number of events in the entity (facility or state) observed is no different than the experience of the referent population. An SIR over 1.0 means the entity had an excess of infections over the predicted number in the population and under 1.0 means there were significantly less infections.

Why learn this? As mandatory reporting of patient safety data is expanded, the comparisons will be made using a standardized ratio. For example, Standardized Mortality Ratio (SMR) is now widely used to analyze mortality data.

The State of Washington had 62 facilities reporting CLABSI data with a state SIR of 0.58. Of the 17 states mandating CLABSI reporting; only 3 states (New Hampshire, Oklahoma and Vermont) had lower (better) SIRs than Washington.

For Whidbey General Hospital, we were even better. In 2009, there were zero CLABSIs.

College of American Pathologists (CAP) Survey

The Commission on Laboratory Accreditation of the College of American Pathologists (CAP) completed its on-site inspection on May 21st. The inspection team consisted of six lab directors, managers and technicians led by a pathologist who spent the day verifying the quality, procedures and practices of our lab. Although there were a number of deficiencies that need to be addressed, the overall assessment was that our lab provides a high quality product for our patients.

GROWTH

Current Physician Recruitment Successes

Physician access continues to be the prime area influencing our growth and our standing in the community. While there is a great desire to fill a vacant position as soon as possible, it is incumbent upon us to ensure that we have the right person rather than the first person. We have been fortunate in our efforts:

- Dr. Mathew Marquart, Orthopedic Surgeon, will be onsite for his second visit June 10th, we anticipate extending an offer to him if all goes well with this visit.
- Dr. Cheryl Soronen, hospitalist, accepted our offer and will be onboard in August.

- PA Tom York, hospitalist, accepted our offer and started employment the last week of May
- Dr. Melissa Chin, OB/GYN, accepted our offer and will be onboard in August.

Current Physician Recruitment Initiatives

- Orthopedic Surgeon
- WGH Hospitalist
- Langley Clinic Physician

FINANCIAL

The month of April continued a trend of increased patient volumes for the hospital and clinics, particularly for surgery, inpatient and MAC. As a result of these increased volumes, our net revenue for March exceeded budget by 1.5%. Like most hospitals in Washington, we continue to experience increasing levels of uncompensated care. Expenses were 2% over budget, primarily due to increased patient volumes. Our operating margin was 2.3% for March, on a budget of 3%.

Time and Attendance/Payroll

Near the end of July, the organization will be transitioning away from paper time cards and implementing the ADP eTIME electronic time and attendance/payroll system. The eTIME system will eliminate the need to fill out paper timesheets, provide more accurate payrolls, collect time and attendance data on-line, and provide our supervisors with useful hours and wages data. Training will be provided prior to using the eTIME system. Please check your paystub or intranet for additional information and FAQs. If you have questions about eTIME, please contact your manager, our Payroll or Human Resources Departments.