



723 Memorial Street
Prosser, WA 99350
(509)786-2222

OB Remodel

The actual demolition begins Monday, Feb. 22 and we are working diligently with the contractors to maintain as much patient comfort as we can during this process. We recognize there will be more noise and activity than usual. Providers have been notified as well. The length of the project is slated for about 120 days.

Nursing & Physician Staff

This month has had more than the usual occurrences where patients present in critical life-threatening situations. The expedient intervention on the part of the staff has been phenomenal and demonstrates that Prosser Memorial Hospital staff has the skills and knowledge needed to meet these situations. I'm very proud of the job they are doing!

Financial & Statistical

Tim Cooper

786-6605

The numbers below encourage me to remind everyone that the Kaizen review of MASA started on January 18th. The Kaizen implementation is not complete, but we can already see improvement in the February volumes both at MASA and the hospital. I anticipate that we will see over 100 surgeries in February. As of today we have done over sixty cases with seven surgical days left with 35 scheduled cases. Today, February 17th, the hospital acute care unit was full. This is the first time that has happened since I have been here. Fred Lamb is doing an excellent job making sure our customers are receiving the attention and care they deserve. Cathy Thomas and Michael Young both have been supportive of the Prosser Memorial's diligent efforts at providing accessible care for their patients. Kim Shultz is energetically managing the flow of patients each day. He will be delivering a productivity report to the Surgery Committee being held on February 23rd. He will be presenting data on daily visit counts, work RVUs and completed referrals.

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On February 21st, 22nd, and 23rd we will have the Director of Billing Support, Karen Newton, with CMS (Medicare) in our hospital educating our billing staff on how to execute the Medicare claims that are over 60 days old. We have approximately \$1 million in Medicare accounts receivable that needs to be immediately cleared. Andrea should be out on maternity leave during this time so we are very fortunate to have the help while she is out.

Community Relations/Foundation Fred Lamb

788-6030

Community Relations

During this last month, I have spent a lot of time meeting with staff, providers, partners and our marketing contacts. My focus has been on marketing Mt. Adams Surgical Associates and our OB doctors with YVFWC. Daily we continue to assist and support our ED transition, Admitting customer service, and the MASA staff in achieving their Kazan goals regarding customer service, through put, and scheduling follow thru both at the clinic and the PMH Imaging Department. I have been focusing on the most urgent needs with the most opportunity for positive financial impact, reviewing the numerous opportunities to achieve our established goals for number of surgeries and OB deliveries.



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During the month, we have conducted two very successful health fairs and Go Red for Women of which Megan Ransom has done an outstanding job in inter-department support and coordination.

PMH Foundation

The date has been set for the annual Hogue Classic it is June 18th. The A Night Out – Denim & Diamonds benefit auction is September 11th this year again at The Yellow Rose Nursery.

Ancillary Services

Liz MacIntosh

786-6621

Diagnostic Imaging:

The PAC system went live as scheduled and has functioned without any major glitches for a week now. The Fuji staff was very patient and supportive throughout the process taking time to train both technologists and providers on the new equipment. Aurora's hard work during the pre-implementation phase made for a seamless transition to a completely new environment.

The focus now will shift to choosing a vendor to replace X-ray Room 2 and researching the best fit for digital mammography. Both projects have been budgeted for a 2010 upgrade. Site visits and sales presentations are set up for both at the end of the month.

The search continues for an Ultrasound Technologist. The good news is we have two candidates interested in the position; either would make a good fit for the department. We're getting closer to a decision and may have one by meeting time.

Laboratory:

In an effort to improve services to our patients and providers and reduce pre-analytic errors, the laboratory is moving to electronic storage of standing orders. Paper copies of patient orders are currently kept in both lab locations. Since admitting staff does not have access to the patient orders they call the lab for provider information when registering a patient. This increases patient wait time and interrupts work flow in the lab. Similar delays occur when one lab location has the order but the patient presents for a draw at the other location. The order must be faxed before proceeding with service. By storing the orders electronically and giving access to admitting and lab staff, phone calls and interruptions will be reduced. The admitting staff will have the information they need to register the patient with the correct provider so there will be less chance of error.

HR has started the application process for one of our Pilipino technologists, Mariann Vanguardia, to become a permanent US resident. Mariann has been working for us a year now and is a valuable asset to our operation. In addition to working as a generalist, she is cross-training in Microbiology and will help provide needed coverage in this area. This is something not all technologists are able to do.

Human Resources

Sharon Cloos

786-6680

Staffing Updates

We have experienced a few staffing changes since the beginning of the year:



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- Ten regular status employees separated employment during December and January. This was due to the layoffs, family, school and other reasons. In addition, 12 per diem employees separated employment.
- Six new employees have been hired since the beginning of the year. We currently are recruiting for seven open positions.

The employees who were laid off have been encouraged to apply for open positions for which they are qualified. In fact, five have been rehired into open positions.

The EOY turnover for 2009 was 17%. This includes voluntary and involuntary separations. Seventy-three percent of the separations were in the following four categories: involuntary, other, other job and family matters. Other reasons for separation included relocation, health, retirement or school. The turnover calculation included 10 employees who vacated regular status positions but remained with PMH in a per diem status. We do not have the Milliman data for turnover for the healthcare industry, but it has been reported at 17% in the past.

Employee Celebrations

The Annual Awards Banquet on 1/30/2010 was a terrific success thanks to the efforts of the organizing committee. If you get a chance, thank Nora Newhouse, Jay Boyle (HEA), Fred Lamb, Megan Ransom, Frances Bardessono, Mary Lee Dawsey, Virginia Norton, Susan Grove for their “behind the scenes” work. Awards were presented as follows:

Star Performers

Anna Kellogg, Surgical Services
Brenda Luke, EMS
Jon Oberman, Physical Therapy and Rehab Services
Olga Monroe, Family Birth Place
Troy Bretthauer, Maintenance

Department of the Year

Patient Registration

Employee of the Year

Denise Allen, Emergency Department

Provider of the Year

Dr. Brooks Watson, Hospitalists

Special Recognitions

Wayne Hogue, Board Member of the Year
Fred Lamb
HEA Leadership Team

Our Employee Appreciation Luncheon is scheduled for noon on Wednesday, March 31st in the Whitehead Conference Room. There will be a special recognition of employees who work at the Benton City Clinic, Cardiopulmonary, MASA, and Social Services. Our



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next event will be on May 14th and we will be celebrating Hospital Week, Nurses' Week, and a variety of departments. We would love to have you join us for these events.

Support Services

Steve Broussard

786-6659

ED/PR Addition and Renovation Project

Work on this project continues to progress at a steady rate. Patent registration has settled into their new home. The ED waiting room and triage rooms are fully functional and work in the main lobby is substantially complete. Renovation of the ED nurse station is near completion and renovation work in the surrounding rooms and corridors is underway and going well. We're in the final stretch, but also in the most difficult part of the project as construction and patient care are occurring simultaneously in very close quarters.

Kudos go out the ED staff for their continued patience and understanding with all of the activity going on around them while providing world class care and customer service. (I know this first hand because I was a customer recently...) The estimated completion date is now the second week of March. A hearty celebration is definitely in order here!

OB Department Renovation Project

Workers will mobilize to begin work on this project on Monday, 02/22/10. This is a phased project with a total of five phases. Each phase will be two weeks in duration and involve taking two rooms out of service at a time for renovation. Everyone is excited about getting started (and finished). Estimated project completion date is May 14, 2010.