



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

Director's Report to The Board of Commissioners
March 25, 2010

CEO

Julie Petersen, CPA

786-6695

New Year's Resolution – Keep Director's Report short and to the point.

Job Shadowing:

Since the last meeting I have taken the opportunity to spend time in Surgery, Diagnostic Imaging and the Laboratory. I had a glimpse of how our patients flow through these departments and our hospital. This also gave me an opportunity to watch some very expensive capital equipment at work.

It was a privilege to watch my coworkers care for patients. I was humbled. They are fiercely proud of the work they do and the services they provide. I was so impressed by the systems dedicated to quality assurance, accuracy and infection control. As skilled technicians our employees take great ownership in the quality of the work they do and the results they produce. As caregivers they are sincerely considerate of the patient's needs and speak kindly about their patients (*even when the patient is under anesthesia*).

I plan to continue my job shadowing project with trips to the clinics and a rotation on night shift with the PCC.

Occupational Medicine:

We continue to work on a program to address the occupational health needs of our local employers. The identified needs include pre-employment screening, post incident testing and workers compensation claims management. Dr. Loren Lewis, from our Benton City Clinic, has an extensive background in occupational medicine and will be addressing our Emergency Department physicians at their next meeting.

Employed Provider Meeting:

We currently employ (or essentially employ) 16 providers, including physicians, CRNAs and NPs. Five years ago that number was something like one PA at Benton City Clinic and a CRNA. We are now arguably our own largest customer. We are working on a format to address employed providers collectively as employees and as strategic partners. I see this as a great opportunity to develop ownership among that physician group.

Director of Human Resources:

We have received a number of qualified, local candidates for this position. The interview process will get underway soon and will consist of the following activities:

Facility Tour – Fred Lamb

Panel Interview - Select (five) Managers

Lunch – Human Resource staff, Payroll staff and SEIU, AFSCME stewards

Panel Interview - Admin Team (minus Julie)

Closing Interview – Sharon Cloos and Julie Petersen



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The Admin Team has identified priorities for this position that include:

- The hiring process – hiring to support our culture of caring and ownership
- Performance management - maintaining expectations at every encounter
- Knowledge of employment law and our requirements as an employer
- Experience with collective bargaining units and contracts

Legislative Updates:

Troubling legislation regarding meal and rest breaks for nurses and technicians has died thanks to the efforts of the WSHA. This is an outstanding example of the value that WSHA brings to its membership.

When I asked for an update on the hospital disproportionate share assessment the report from WSHA is that negotiations continue but they are hopeful.

It is very possible that by the March 25th Board Meeting we will have a national healthcare reform bill to discuss.

No further word on Basic Health Plan either in terms of the State Budget or our relationship with CHP.

Quality/Risk/ Patient Safety/ IC Susan Flory, RN 786-6619

Infection Control

We are coming to the end of the season for influenza. As of April 1 those employees who have so diligently worn a mask for 5 months can take them off. We will be reviewing our influenza vaccination policy for next season to ensure that we are in step with the recommendations and standards of practice in our area. We are still considered to be in a pandemic for H1N1 influenza and may see a spike in the coming months. The position vacated by Karen Pitman RN is still unfilled and I will continue the search for a replacement.

Patient Safety

I recently reported to the board on the Pressure Ulcer Initiative we were participating in with Qualis Health. The following is a message received last month from Paula Parsons at Qualis Health:

“Effective January 31, 2010, Centers for Medicare and Medicaid Services (CMS) has asked QIOs to refocus their efforts with the hospital acquired PrU (Pressure Ulcer) initiative. As a result, Qualis Health will scale down the number of hospital in the project to a selected few hospitals with the best opportunity to continue to address the challenges of pressure ulcer in their community and with specific participating nursing homes. Qualis Health is committed to supporting activities that will help sustain the forward momentum created by the work of all of the participating PrU hospitals and will continue to work with nursing homes and hospitals on community of practice (CoP) activities. Qualis Health will continue to periodically provide PrU conference calls for both hospitals and nursing homes.”



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“Prosser Memorial Hospital is released from the memorandum of understanding for the pressure ulcer initiative and we would like to continue to have the hospital participate in the Adams/Benton County Community of Practice established in October 2009. Qualis Health is grateful to your hospital for being part of the PrU initiative in 2009. Qualis Health commends your organization for stepping up to the challenge of addressing the important issue of ulcer prevention and asks you and your team, as warranted, to continue to monitor and address this important issue in your facility. It matters to the patient!”

We will continue to participate in the project.

Quality Improvement

On March 3rd we had a Quality Improvement leadership conference provided by RHQN. Topics included: Creating a Just Culture, RCA’s; Applying Critical Thinking Skills, the concept of PDSA Cycle (Plan- Do- Study- Act) a systematic approach to problem solving, and the use of simple flow charts. There was lots of hands-on practice and the evaluations indicated that it was well received by the leadership team. We will continue working with RHQN to create a Just Culture at PMH.

Financial & Statistical

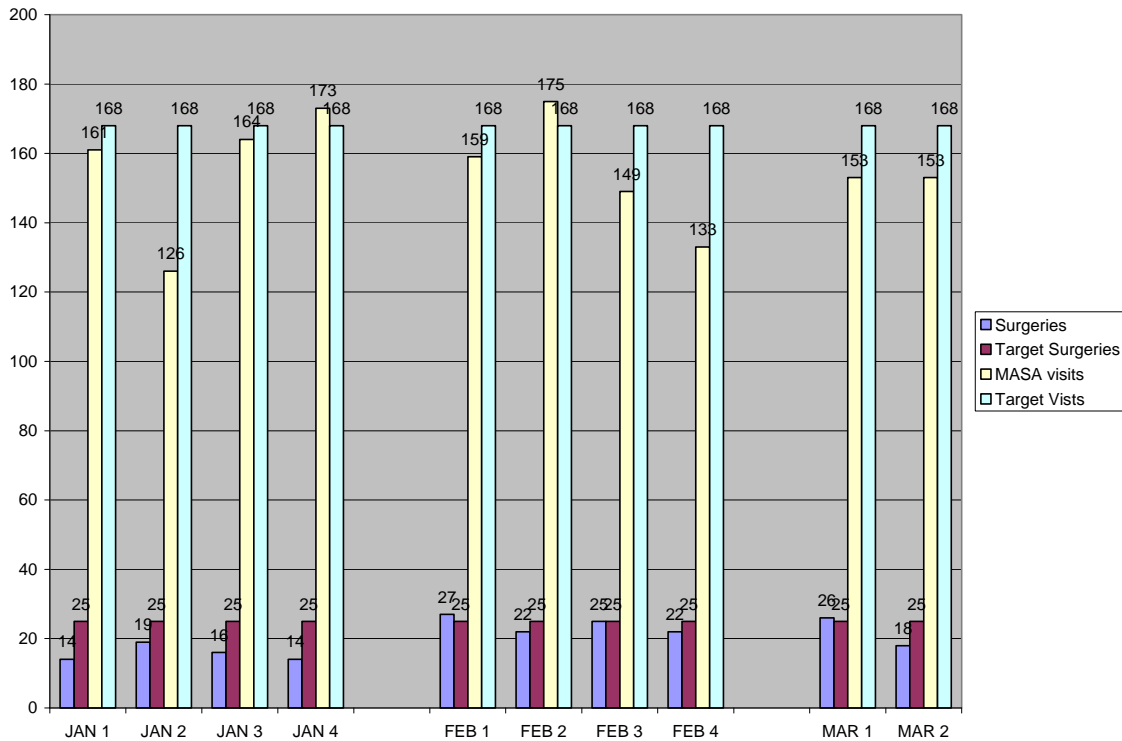
Tim Cooper

786-6605

Average Daily Census for the month of January was 10.96. That produced 307 acute care days versus a budget 243. Along being busy with inpatient care we experienced 97 surgical procedures. LeMaster Daniels was here all week auditing the financial statements for 2009. We have *estimated* a \$230,000 net income for February, 2010 and will hand out complete financial statements for February at the regular finance committee meeting. February was a month where we experienced the kind of volumes we hope to see on a consistent basis in the future.

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Information Technology

Dan Harter

788-6032

Lab Interface Changes

The Performance Expectation document created by CPSI is still out for signature with YVFWC. This document details the interface between YVFWC and CPSI which will support YVFWC’s implementation of Computerized Physician Order Entry. We continue to have regular conference calls with all of the affected parties (YVFWC, CPSI, and InteGreat) to ensure the Performance Expectation document clearly identifies the configuration of the interface. Once this document is signed CPSI will add us to their development schedule. We are also working with CPSI to modify a separate interface we have with PAML to move it to our recently purchased interface engine.

Picture Archive Communication System (PACS)

The PACS has been functional for over 30 days. We are currently in the process of identifying YVFWC’s doctors that will need remote access to the PACS. Once the list of doctors is identified, we will coordinate their training utilizing their monthly provider meetings. This will allow any physician to access our PACS either from their office, or any location that has Internet access.



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Person Profile

We are currently in the process of converting to a person profile, which incorporates all demographic and insurance information into a single record. All records have to be consistent prior to merging into one record. The cleanup is rather extensive and has required us to enlist the help of multiple people to accomplish. This conversion is required to be completed prior to upgrading CPSI to Version 17, which is currently available.

CPSI Clinical Site Visit

CPSI will be on site March 31st and April 1st to conduct a Clinical Facility Assessment. The CPSI assessment team will meet with department managers to review their existing procedures to ensure they are utilizing the system to its full potential.

Future Projects

There are several projects that are forthcoming based on the 3-year capital plan:

- ChartLink – The ChartLink web portal will allow us to provide remote access to our Electronic Medical Record to referring physicians. The portal will be accessible from any computer that has Internet access.
- Single Sign On (SSO) Device / Proximity Badges – The SSO device and proximity badges will allow us to automate the logging on of computers and applications without having to remember multiple user names and passwords. It will also allow us to audit all computer usage, regardless of application, to ensure HIPAA compliance.
- Time and Attendance – The time and attendance system will utilize the same proximity badges used with the SSO device and it will allow us to record electronically our time worked. It will also ensure a consistent application of payroll rules.
- Human Resources System – The HR system will integrate payroll and HR on CPSI and will eliminate duplication of effort.
- Cardiopulmonary System – The cardiopulmonary system enhances our cardiopulmonary scheduling capability.

Community Relations/Foundation Fred Lamb

788-6030

The Community Relations Staff has continued its goal of spending time with staff, volunteers, providers, partners and our marketing contacts.

I have focused on marketing our surgical physicians at Mt. Adams Surgical Associates, and our OB doctors with YVFWC. Starting in April we should begin our new joint marketing program with YVFWC. Daily we continue to assist and support our ED, Admitting, and MASA staffs achieve their goals regarding customer service, throughput and scheduling follow through both at the clinic level and the various PMH Departments. I continue to focus on the most urgent needs with the most opportunity for positive



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financial impact, reviewing the numerous opportunities to achieve our established goals for number of surgeries and OB deliveries.

Signage has been another priority. Our most urgent needs have been ordered.

Megan has done a lot of work assisting the auxiliary in preparation to reopen the gift shop. Megan has been working on our intern, volunteer & job shadow program. During the month she has placed 5 job shadows for 20 hours each and 1 volunteer.

Reminder to “Save The Date” for the annual Hogue Classic on June 18th, and the A Night Out – Denim & Diamonds benefit auction is September 11th again at The Yellow Rose Nursery.

On March 15th the Hospital received \$550,000 from the Kresge Foundation.

Ancillary Services

Liz MacIntosh

786-6621

Cardiopulmonary:

The request by providers to have Vapotherm therapy available for their patients has passed the final committee's approval. Staff training for both pediatric and adult therapy will begin next week. This new therapy offers an alternative to Bipap by humidifying their oxygen to help them breath.

In late February, the contractors had to shut down gases throughout the hospital in order to tie into the system for the new ED rooms. Rusti worked in conjunction with Steve to ensure that the areas and patients needing oxygen supply available were covered. It was a pre-planned, well coordinated event that went on with minimal impact on patient care throughout the facility.

Diagnostic Imaging:

After a long search for the right Ultrasound candidate, Janneke Emery has joined the department staff. She is an X-ray technologist who is registered in Ultrasound and has five years experience in the field. Once she is trained and able to start a call rotation, we will be saying goodbye to our traveler.

In response to provider requests, two new fluoroscopy procedures have been added to the exams offered in DI. The first is an Arthrogram which is used to evaluate joint function. Contrast is injected into a joint using fluoroscopy as a guide; then an MRI is done to produce films of the area. The second is a Hysterosalpingogram which is performed to check for infertility in women by injecting contrast into the reproductive system while taking images of the flow.

Laboratory:

The lab has been busy updating procedures and information available to staff regarding safety in the laboratory. The Safety Manual was reviewed; MSDS sheets reorganized; PPE Assessments redone; Emergency Preparedness Plan revamped; and employees were in serviced on the changes. One of the new policies involves safety and monitoring for employees who handle the chemical formalin. Employees in the Laboratory are required to handle specimens containing formalin. We monitor employees who work with this



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chemical to ensure they are safe from exposure to harmful fumes. The results of lab area and staff testing have come back clean.

The decision on the new instrument for the Hematology is down to listing the pros and cons of each one being considered and making a choice. It is between the Sysmex XT 2000 and the Abbott Ruby. Both instruments have their advantages and disadvantages. The decision needs to be made by the end of the week and it will not be easy. This equipment has been budgeted as replacement operating lease.

Human Resources

Sharon Cloos

786-6680

Staffing Updates

We have experienced some staffing changes since our last report. One FT and three per diem/temporary employees separated employment. Four new employees were hired into positions as interpreter/CNA, ultrasonographers and cook.

We currently have eight open positions including Food Services Manager and HR Director. There was a good response to our recruitment efforts for both positions. We anticipate filling these positions in the next couple of weeks.

Employee Celebrations

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 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:

March 16, 2010, marked a major milestone in this project. The renovated Trauma Room was turned back over to PMH for use. This event brought closure to the renovation portion of the project and the entire project is now considered to be "substantially complete". There are a few remaining work items yet to be completed, but will not affect the overall operations of the ED and Patient Registration Departments. We expect to see the final Certificate of Occupancy issued by the City of Prosser during the week of March 22, 2010.

Espresso Service Project:

Construction documents for this project have been submitted to the state and local departments of health for review and approval. The L&I electrical submittal was delayed due to their requirement to meter electrical distributions panels that will provide power for the new service. The 30 day metering period was completed on March 17, 2010. Usage reports will be generated and sent to L&I along with the electrical plans during the week of March 22, 2010. Work on this project is expected to begin in mid April, 2010.



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OB Department Renovation Project:

This project is running behind schedule due to material procurement delays on the contractor's side. However, the hospitalists have been moved into their new office and one renovated patient room is substantially complete. Demolition/renovation is now underway in the vacated hospitalists office. Once the necessary materials have been acquired, the project should get back on track and is expected to be completed on time.

Food Services Department Vacancies:

Efforts are underway to replace vacancies created by the recent resignations of the food services manager, one cook and one part-time aide. Several qualified candidates have applied for the vacant positions and interviews are scheduled.