

NOVEMBER BRIEF FROM THE CHIEF

By Gary Boyd

The mountain is open and hopefully winter weather will be moving in. As we prepare for our busy season here are some happenings from the Healthcare District:

CDPH Re-Survey Success

On October 28 representatives from the California Department of Public Health performed an unannounced survey of Mammoth Hospital as a follow-up to the surveys performed in May of this year. Their goal was to insure that the Plans of Correction we identified were implemented and that Mammoth Hospital was meeting federal guidelines to receive Medicare payments.

I am very pleased to report that Mammoth Hospital did extremely well. To quote the surveyors from the exit conference they were “very happy with all of the work that has been done” and we have made “lots of progress towards our goals.” While not all of our goals have been met, they noted that it was clear that we had taken the survey findings seriously and had worked diligently in all areas to make significant improvements.

We had one deficiency – the signing, dating and timing of orders in the charts. They stated our Plan of Correction in this area was sufficient but we have not fully implemented it.

In addition, on November 7 a representative from the Department of Public Health/ Environmental management visited our facility. He was here to review all of our practices involving our waste stream and sterilization process. Brad Allan, our Facility Manager, reports that results were “outstanding” and we will be receiving official results in a few weeks.

I want to thank all of the staff and physicians for working so hard these past four months to correct the areas identified by the CDPH in May. This is a significant achievement. **Thank you all – your work is very much appreciated!!**

Winter Celebration

The SMHD Winter Celebration will be held on Tuesday, Dec 9 at Whiskey Creek. The Celebration is for our staff and physicians, and is in recognition of everyone’s outstanding efforts over this past year. The party starts at 6:30pm and will include dinner, music, and dancing. SMHD staff and physicians are complimentary, and a ticket for a spouse or guest is \$20.00. More details to come from our Human Resources Department, but I hope to see you there!

Pharmacy Management System

Work began in October on phase one of our new Siemens Pharmacy management system. This will be the first pharmacy “system” to be deployed in

the district. Siemens Pharmacy will greatly enhance our patient safety through pharmacy oversight of orders, checking for drug to drug interactions, and patient allergy checking. Phase two of this project will include full medication administration and bar code tracking of medications and is planned to start in fiscal year '09. To date we have sent our build team, Michele Royalty (Pharmacist), Kandie Harvey (Pharmacy Tech), and Derrick Austin (HIS Analyst) to implementation training in the Bay Area. The official project kick off, with Siemens staff onsite, is scheduled to occur the first week of December. The current estimated "go live" date for phase one is planned for September '09. This is a big step forward in our patient safety initiatives and I wanted to be sure everyone was aware of it. Thank you to everyone from IT, Pharmacy, and Nursing involved with this project.

New Physician at Mammoth Hospital

We are pleased to welcome Victoria Mohr, M.D. to the Mammoth Hospital team. Dr. Mohr is an OB/Gyn and will be working in the Women's Clinic with Dr.'s White and Pauly. She completed her OB/Gyn residency at George Washington University in Washington DC, and is relocating to Mammoth Lakes from Colorado. Her first day in the Clinic is Monday, November 17, 2008. Please join me in welcoming Dr. Mohr to the MH team.

Employee Satisfaction Survey

SMHD is once again conducting the Employee Satisfaction Survey, administered by HealthStream Research. We have conducted this survey several times in the past, the survey is designed to identify strengths and opportunities for improvement for our organization, and Administration and the Board take the results very seriously. Last year a total of 76% of the staff completed the survey, and while that is an excellent response rate, our goal this year is to exceed that amount. The survey is confidential, and no one from SMHD or HealthStream Research is able to identify individual survey responses. Participation in this survey is important - the more input from the staff, the more meaningful the data will be. Survey results will be shared with employees and strategies will be implemented based on their input, with "Action Plans" developed for all departments. Additionally, employees who participate in the survey may enter a drawing for miscellaneous gift certificates. Look for information from the Human Resources Team for instructions access and take the survey.

Staff Recognition

At our October meeting we recognized the entire Nutrition Services staff for continuing to put out three meals per day, seven days a week during the construction of the CARE'S Care. It was no small task feeding our patients, staff, and physicians during this project, and they were creative on more than one occasion. And they did it with a smile on their face. Thank you all for going above and beyond the call of duty.

Gary Naron, CRT

In August we said good bye to Gary Naron, our Medical Imaging Manager, as he relocated back to his home state of Arkansas to be closer to his family. We have been recruiting to replace him these past 3 months and have found the perfect replacement – Gary Naron! After being gone a few months the mountains have called him back and we welcome him back with open arms. Gary has always done an outstanding job and we look forward to working with him again. Welcome back Gary!

Thank you to Mark Lind and Jeff Byberg for contributing to this edition of the Brief.

Have a great beginning to the Holiday season and if you are traveling, travel safely.