April 2015
Regional West Garden County

Director's Monthly Report

Growth
- Specialty Schedules: No changes at this time.
- Inpatient/ OBS/ Swingbed:
  - Inpatients: 12 days
  - Swingbed: 20 days
  - Observation: 1 patient
  - Outpatient Treatments: 70 patients
  - Scopes: 5 patients
  - ER: 40 patients
- RHC:
  - Room Renovations progress: None.
  - New alignment of staff duties: No changes at this time.
- PT Updates:
  - PT Numbers:
    - New Patients: 27
    - Number of Monthly Visits: 209
  - Staffing:
    - John Bowlin, DPT—Thursday PT coverage
    - Kent Dunovan, DPT—Monday PT coverage
    - Stacey Chudomelka, PTA
    - Kallan Hill, PTA

Quality
- QA - Risk report:
  1. Quality Reports QA work plan in process ongoing process.
     a. Benchmarks are on Sharepoint for 2014-2015- on going
     b. Dashboards for the hospital/ER/Clinic- ongoing
     c. Facility QA projects
        i. Medication Safety- Ongoing
        ii. Infection Prevention- Ongoing.
  2. Reviewed risk report. JoAnne Phillips will be onsite March 24, 2015. Additionally she will review any policy manuals for the RWGC board as some of the members attend by telehealth.
  3. Meaningful Use- Meaningful use numbers reviewed.
     a. Hospital MU – Ongoing.
     b. Clinic MU- Ongoing.
  4. CART submission – Ongoing
  5. Panhandle QA meeting- Next meeting April 16, 2015 in Scottsbluff. Dr. Morgan will be guest speaker.
  6. Mock Survey Grant is the next survey site. We have not determined when we would like them onsite again at this time. CAH deficiency list was shared with the committee.
- Infection Control:
  1. Susceptibility review- reviewed by Dr. Boyer
  2. Fit testing kit for testing of N-95 mask- Portacount testing in process.
3. Surveillance of hand washing – ongoing
4. New or unusual organisms- None
5. Organism trending report provided by RWMC- Reviewed by Dr. Boyer. Antibiogram received from RWMC will share at Medical Staff.
6. Employee Health-
   - Working on long term employees Titors and Vaccinations to catch them up to the RWGC policy. Ongoing
   - Flu vaccine- pre-booked for Fall 2015
7. Nosocomial Infections- None
8. Environmental Items-
9. Policies- ongoing
10. New Products-
    - Educational event- Omaha in October
    - Emergency Preparedness:
      - Symposia in Gering on April 7th.
      - Training for Satellite radio in March.
      - Get NIMS 100-200-700 completed. Need to obtain NIMS certificates for RWMC.
      - Work on sanitation back up plan for any state surveys.
    - Plan severe weather table top in April. Lab updates: Working with Regional West in Scottsbluff the lab personnel drew fifty employees and their spouses through the month of April. Regional West offer very low priced health fair blood work. Our lab had eight different days in the month where people could come in to take advantage of the offer; we only drew the blood and then sent it to Regional West Lab for testing. Their lab is very large and run astronomical amounts of blood work every day. That is why they can run blood work for us so cheap. Here at Regional West Garden County we are happy to help keep the health of our employees in check.
    - Dietary update: Dietary Department is working on the Spring menus. Waiting on the fresh fruits and vegetables to come into season. We were short 1 full time employee for the month of April , now she is back to work and all is well. We had a special meal for Easter that the Residents planned the menu and several family members came in to eat with their Resident.
    - Maintenance updates: Duane and Steve repaired the concrete curb at the front entrance and started re-stripping the parking lot. Duane and Steve replaced the window motor on the minivan. Steve met with Jim Hansel, Roy Gifford, and David Griffith to discuss the possibility of Regional West replacing our front entrance to make it more patient friendly. Duane sprayed the lawn to control the dandelions.
    - EMR process update: There have been updates to NGRx (pharmacy), Nextgen Clinicals (Hospital Information System) and Nextgen Financial systems this month. Most of the fixes were patches, no major upgrades.
    - MU Update: The hospital is meeting all of their Stage 2 MU objectives. Dee Dee is working on validation of patient volumes with NE DHHS since there was little to no Medicaid billing done after July 1, 2014. Claims are the normal method of patient encounter validation. Other reports will need to be submitted to complete this part of the attestation process for 2014. The delayed billing, name change and different billing and NPI numbers were a result of the affiliation. The NPRM for Stage 2 and Stage 3 and the criteria for certification of the 2015 version was released by CMS recently. Dee Dee has attended several of the presentations given by CMS and Chime. There is a 90 day reporting period for 2015 as part of this proposed rule that will affect both the CAH and the RHC providers that attest.
People

• New Hires: We have hired a COO, two CNAs and an ambulance driver that will be orienting in May.
  • Resignations: We had a CNA that left to pursue his schooling out of the area. Good luck to him in his future endeavors.
  • Lunch and Learn update: We are continually working on the Crucial Conversation training. We are down to working on how we move from good dialogue to decision making. We are looking forward to some training that Jim Hansel is arranging with WNCC.
  • Recent Updates on open positions, and recruitment efforts: We are still very short on CNAs, but will be starting a new class in May for 3 CNAs and will be finishing a class with 1 CNA.
  • Staff celebrations planned: We have planned lots of fun things for Hospital Week in May. Thanks to the foundation for arranging for a slushy machine for the week. The employees really enjoy having that special treat. We will also be having a carry-in for the residents in celebration of Nursing Home week, which is also in May. All employees will be receiving new T-shirts with our new logos on them.

Service

• Radiology updates: Radiology had a good month of April, as far as our revenue. Our CT and MRI numbers have been staying up pretty consistent with our previous months. We are still looking for someone for ultrasound once a week or once every other week. As of now, Ultrasound is still providing our service.
• Social Services updates: Social Service’s helped where needed for the Easter Egg hunt. Ceri’s hours have changed and will no longer be here on Fridays, so Social Services has gone to 4 days a week. Assisted in getting residents to and from appointments. Social Services assisted hospital swing bed patient in getting equipment set up for when patient returned home.
• Materials Management: Restocking supplies in departments according to their PAR levels. Coding and entering invoices into Mediclick daily, with accounts payable checks ran weekly. Checks are printed by RWMC and then sent back by currier. The checks are then compared to the invoices to make sure that the correct amounts are paid. Invoices are then scanned and placed in the Accounts Payable invoice database. This needs to be kept up to date so that directors and VPs can go online and view invoices of item that they have purchased if they have any questions on the product. Working with departments on general supply and capital equipment orders. Reviewing VHA contracts and working closely with all departments on their purchases to make sure that we are getting the appropriate quantities and best prices for supplies and equipment.
• Medical Records: The department has continued reporting daily dashboards. The balance on encounters waiting to be coded has went from $184,755 at the end of March to $343,166 at the end of April. The reason for this increase is that as we are educating providers on improved documentation which is adding some days in there as far as turnaround. A total of 74 releases were done in April with 97% being completed in less than one week. We are also tracking the turnaround of reference labs with the goal of turning those around and back on the chart within 10 days and we are at 54% currently. Mary attended the NHIMA convention in Kearney and Wendy attended the RHC coding and billing workshop in April, both bringing back useful information.

Community

• EMS Updates: 911’s (5), transfers (5). EMS was approved for the Mission Lifeline Grant. This Grant approved us $25,000.00 for the purchase of a new cardiac monitor for the ambulances. We will be getting the new monitor (Lifepack 15) and another monitor (Lifepack 12) from ERC in Sidney so we will have the ability to transmit EKG’s from the field to the hospital to help expedite immediate action in the case of cardiac compromise. We should be receiving the monitors within the next month or so. We were also approved for a
(LUCAS Device) Automated Chest Compression Device for our 911 ambulance to assist staff with chest compressions during CPR in the event of cardiac arrest.

Activities: The Activities Department organized another G.C. Community Easter Egg Hunt for the surrounding children. The day was snowy, but was still a huge success. The Nursing Home residents all gathered in the Dining Room with all the little kids surrounding them and looking for goodies. The residents spent an afternoon dyeing Easter Eggs together. We were entertained in April by both the “Donna Lou Lou’s” Band and the “Harmonicoots” music. Bingo was called many times with different volunteers in to play. The Methodist Ladies were gracious enough to spend an afternoon serving root beer floats to everyone, playing piano music and visiting all the residents.

Foundation Activities: The foundation is promoting wellness by sponsoring the swimming suits at the new Garden County Swimming Pool in Oshkosh. These will have our “Regional West Garden County” logo on the suits. They will be providing iced coffee and slusheys for all staff during hospital/nursing home week in May.

School Nursing: Nicole did hearing screenings with the upcoming Kindergarteners at Kindergarten Roundup. Will try to re-screen those who failed and catch the few who weren’t present for Roundup before the school year ends. Currently, the Hearing Screener that we borrow from the ESU is unavailable. The annual 5-K is scheduled for May 20. Nicole will be going to assist with registration and participate in the event. The last day of school is May 21 and they are planning Safety Day. Nicole will be educating on first aid and poison control. Paula has approved Nicole to attend the annual School Health Conference in Kearney in June. It is a 2 day conference that the School will pay for her to attend.

Finance
- Nursing Home Census and Staffing Report:
  - Census 35
  - Staffing needs: C.N.A’s
- NH Project updates: None.
- Business Office overview:
- Registration: Email addresses are now being requested at registration. These will be used for patient portals in the future. However, most patients do not want to release their email addresses.
- Monthly Statements: May monthly statements (A-K) and any notices for these accounts have been mailed. The rest of the statements will be sent next week. A few aged accounts have been identified this week that have never received statements. These accounts are most always traced back to an issue involving the creation of multiple invoices for the account. This happens for one reason or another due to system functions. We do not use multi-invoice billing at RWGC.
- Collections: Bad Debt turnover for April totaled $4382.31/5 accounts.
- Billing: We are working hard together on the clean-up of the ATB report. We are still having contract issues with Medicaid, UHC, Arbor and Aetna. We are waiting to hear back from Gretchen on these issues. Cindy was approved to go to two billing workshops in Grand Island; however, the workshops were full, so we are hopeful that Medicare will see fit to hold a second day for these workshops and we can go to those. Cindy attended an RHC seminar in Kearney with Wendy and KarNel in April. The seminar went over billing procedures for the RHC and was very informative and well done. Cindy is involved with the preparations for ICD-10 from a billing standpoint. We are attending weekly NextGen ICD-10 prep meetings and will be included in RWHS ICD-10 prep meetings as well.
- Julie visited the FAST team at RWMC. She had the opportunity to meet the team and ask questions. It was beneficial and their time is appreciated.