



# THE PULSE



† CATHOLIC HEALTH INITIATIVES<sup>SM</sup>

St. Elizabeth Health Services

March 2008

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## The President's Message



### JOINT COMMISSION RESULTS

I thought the specific results of our recent Joint Commission survey might be of interest to you, so here they are. We received six "Requirements for Improvement," as follows:

In the OR we are to conduct a "time out" immediately before starting the procedure. This is to be done with the entire operative team. The surveyor noted that not all members of the OR team participated in the time out.

The medical staff shall describe a mechanism to oversee the professional performance of volunteer practitioners who receive disaster privileges. The Medical Staff Rules and Regulations do not mention the mechanism to oversee the professional performance of volunteer practitioners who receive disaster privileges.

The surveyor did not approve of the use of flash sterilization between surgical cases.

Unauthorized persons should not have access to medications. It was noted that terminated employees are not removed from the Pyxis medication system in a timely basis.

Terminated employees should have their names removed from Pyxis access at least monthly.

Our Statement of Conditions was not submitted prior to the survey. (The Statement of Conditions is a document that reviews our compliance with Life Safety Code deficiencies, and our plans for correction of deficiencies.)

An ongoing, proactive program for identifying and reducing unanticipated adverse events and safety risks to patients shall be defined and implemented. We were not able to produce adequate evidence of such a program.

In addition to these six RFI's we received a handful of "Supplemental Findings," which are more like strong suggestions than requirements for improvement. Our work has already begun on making the changes needed to be fully and continuously Joint Commission compliant.

My thanks to one and all for your fine work making SEHS a great place.

*George Winn, President and CEO*

## Our Values and Ethics at Work Booklets

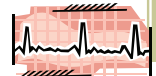


We've got some new

booklets for you to receive and sign before the end of this month. So if you have not received one (along with your chocolate candy!),

come by Jerry's office and pick one up, or give him a call at 123-8106 and he will deliver it to you.

Thanks for helping us get these signed in a timely manner!





# Financial Update

## Overview:

For the month of January, St Elizabeth reported an operating profit before investment income of \$31,000 as compared to a budgeted monthly deficit of \$6,000. The primary reasons for the variance were agency labor costs, legal & consulting, and bad debts expense appear to be the primary operating factors that continue to erode the organization's net profit. Net operating revenues were \$2,007,000 or \$21,000 less than budget. The utilization for acute inpatient was 94 admissions which were below budget for the month by 10.5%. Acute patient days were below budget by 4.6%. The average daily census discussed above yielded a 3.7 day average length of stay as compared to budget of 3.5 days. Emergency visits were 8.0% less than budget. Non-emergency outpatient visits were 10.7% less than budget. Physician visits were 32.6% less than budget. Resident days for the Care Center were 39 days under budget or 3.1% less than budget for the month. Total Expenses for the month were more than budget by \$49,000 or 2.3%. Kudo's to the Patient Access team (aka Admitting and the Medical Office Building staff) for an outstanding achievement in Point of Service cash collections. They increase this benchmark by 124%! In doing so they reached a milestone target of 1% of total cash collections for January and have now proved that this goal is attainable. We now look forward to maintaining this effort. This is not isolated to just the month of January. The average cash collections over the past 7 months has increased 10% and this equates to more than a \$1,000 each month.

*Scott Spears, CFO*

## Dietary Caters!

With the upcoming graduation, wedding, and other family activity seasons upon us, let St. Elizabeth Health Services Dietary Department help by taking some of the work out of it for you. If you have any catering needs, please call Laurie at 123-8113 or drop by the Dietary office and visit. We would love to help you!

*Laurie Young*

## Health Care Field Scholarship Available

The SEHS Auxiliary is providing a \$2,000 scholarship to a Baker County High School graduate or current resident with at least a college sophomore status by September 2008, and is enrolled in the health care field (such as an RN, LPN, Radiology Tech, Lab Tech, Occupational or Physical Therapist, or Respiratory Therapist, etc.). Applications must be turned in to Peggy Payton by April 15, 2008. If you have questions, see any Auxiliary member or stop by the Human Resources office.



## The Communication Connection

The community Blood Draw will be held on April 1, 3, and 5 from 8:00 am to 12:00. We are grateful for the support of the lab staff and the auxiliary volunteers for helping us again with this momentous event. Lab results will be available at the Health Fair at Baker High School on Saturday, May 3 from 8:00 am to 12:00.

Our Medical Staff have been incredibly supportive and involved in making improvements to the community Blood Draw. The blood draw offers an opportunity for providers to initiate a dialogue with their patients. Medical Staff and the hospital foster patient/provider relationships. The annual Blood Draw and Health Fair facilitate that connection.

St. Elizabeth Health Services and the Medical Staff will change the way we offer blood draws for community health screenings in the future. We will support clinical best practice in health care. I am sensitive that the proposed changes will have an impact on the community's perception of the hospital and the resources that we provide. We encourage patients to speak with their providers about what tests are best for their circumstances. We feel strongly that this is a positive step in the right direction.

*Amy Dunkak*

*Director of Communications and Business Development*

The Pulse is now distributed to all employees via their email accounts!

You can also go to

[www.StElizabethHealth.com](http://www.StElizabethHealth.com)

and see past issues!

## On the Safety Side



**Question:** Now that our Joint Commission Survey is over, can't we just back off this safety stuff a little?

**Answer:** In health care occupancies, Safety compliance is important because of the very nature of the individuals served. These individuals are by definition ill and, in many cases, unable to act on their own to escape the danger of fire and smoke. They may also be incapable of self-preservation due to age or medical disabilities. They may be bedridden or wheelchair bound, making evacuation difficult at best and possibly detrimental to their condition. That is why St. Elizabeth Health Services is committed to maintaining a safe environment for ALL patients, staff, and guests all of the time. We do this for the people we serve, not just because of a survey!

*Bob Borders, Safety Officer*

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### Easter Egg Hunt

The Annual Employee Activity Committee Easter Egg Hunt will be March 22. This is for all employee children and grandchildren. We will meet in the Care Center dining area at 10:00 a.m. The age groups are: 2—4 year olds, 5—7 year olds, and 8—10 year olds. Prizes will be awarded for the most real eggs gathered and for the prize egg in each group. Come and enjoy the kids!

### Easter Basket Raffle

Easter is March 23—Have you thought about what will be in your department's Easter Basket? You can turn in your basket to Purchasing by March 19. Please be creative—but no live animals! Raffle tickets at 3 for a \$1.00 will be available in Purchasing, and the drawing will be on Friday, March 21. Thanks for your participation!

## Caring Note from the Care Center

My journey to Oregon and St. Elizabeth is coming to an end. I will be returning to Florida in April and must bid a fond farewell. Thank you for your kindness and acceptance of the country girl, and I leave you with these parting thoughts....

### All I Ever Need to Know I Learned in Baker City

I learned that a Berm is a really big ball of snow left in the road all winter.

I learned that CHI Connect is definitely NOT a Chinese dating service.

I learned that pride in the land and your heritage is the Oregonian way of life.

I learned that it's okay to grieve when a Care Center resident goes to heaven.

I learned that prayer is important and encouraged at St. Elizabeth.

I learned that kindness is frequent and expected in Baker City.

I learned it is hard to leave good friends and say good-bye without crying.

And finally....

I learned that I think George's hair might get messed up when he rides his motorcycle!



*Jean Garrett, Director of  
Nursing Services  
Care Center*

## St. Elizabeth Health Services

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## Birthdays!

April didn't only bring showers—it also brought these birthdays! Be sure and celebrate these people and their special days!

Bob Gritter	April 1	Bill Anderson	April 19
Melonie Matye	April 2	Sue Williams	April 21
Judy Stewart	April 2	Janet Jensen	April 22
Alicia Teeter	April 2	Rebecca Black	April 24
Shauna Cline	April 4	Megan Nelson	April 24
Dr. Hammar	April 8	Kristi McKeen	April 26
Susan Werner	April 10	Stacye Williams	April 27
Bonnie Rebish	April 13	Brenda Morris	April 28
Michaeline Martin	April 17		

## Read MyHandbook!

If you are wondering what the new policies are, or how to access certain forms and benefits, go to HR/Payroll Connection and check out MyHandbook!

We've been seeing the pretty purples take over the periwinkle blues (I always wanted to say that!). Here are our winners for February:

Alecia Roe	Julie Ingalls
Alicia Teeter	Karen Cartwright
Amy Cloudt (3)	Laura Adcock
Angela Hahn (2)	Martin Hahn
Annette Grover	Marvin Taylor
Annie Thomas	Mary Ann Woods
Barbara Stiff	Mary Boyer
Becky Curry	Melissa Robertson (2)
Bonnie Pagliarulo	Melonie Matye (2)
Brandi Parker	Michael McCune
Brianna Peppers	Misty Goodwin
Cathy Roach	Pam Maxwell
Chris Mays	Patty Lang
Cindy Madsen	Scott Lenhart
Clay Arnell	Shauna Cline
Greg Givens	Surgery / OP Staff
Janet McCall	Teresa Mercado
Jason Dexter	Tim Nork
Joann Illingsworth	Tina Griffin
Judy Stewart	Trish Alexander



## We're on the Web!

[www.StElizabethHealth.com](http://www.StElizabethHealth.com)

## Where Miracles Happen!

The Pulse is a monthly newsletter published by St. Elizabeth Health Services.  
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Thanks to the person who put in the suggestion to make the Pulse an electronic newsletter! We will be printing copies for departments to put in their Communication Notebooks, but otherwise your copies will be emailed to your account or you can access it through our SEHS web site.

## Mission Moment

Do you have any idea how powerful you are? Do you know you have the ability to impact lives that you have never even met? That may sound strange, but I have seen it happen, and am amazed at each time that I see it.

Before I confuse you any farther, let me explain: I'm talking about the power of prayer. Critics will say that prayer is just a crutch for the weak, that it only makes you feel good and has no impact on reality. But studies have shown that sick people who were the recipients of prayer became well faster than those who didn't have prayers said for them. And this study was conducted where the sick people didn't even know that someone was praying for them!

What does that mean to you? There is someone out there right now that could benefit from your prayers and concern.

There is someone whose life can be changed because you took the time to add them to your daily prayers.

Interested? Send an email to [wonderfulprayerpartners@hotmail.com](mailto:wonderfulprayerpartners@hotmail.com) and get a daily uplifting thought as well as the name of someone who could use your prayers today. You can also request that the "Prayer Partners" remember you in their prayers.

James 5: 16 says, "The effective, fervent prayer of a righteous man avails much." Are you ready to put that prayer to work?

*Jerry D. Nickell*  
VP Mission & Human Resources / CRO

