“Care you can count on” Update from Karen Cole, CEO

Mother Nature has certainly been unpredictable this spring! The “usual” change in seasons has been anything but what I expected. Actually, the changes occurring in healthcare have not been much different – unpredictable and transformational.

One of the greatest transitions ever in healthcare delivery is the adoption of the Electronic Health Record (EHR). SMC has an EHR Committee that expended many hours in reviewing system features and costs, culminating in a presentation and recommendation to the SMC Board of Directors to purchase the Allscripts Sunrise product. Our goal has been to bring as many of our disparate systems as possible into one system, in as user friendly a format as possible. How much better will it be to view all clinical information from the ER, the Clinic and the hospital in one document with the same format! This committee of providers, hospital and clinical staff worked hard to consider the needs of all the users of this product. As a result of the efforts of the EHR team, our providers, John Eckmann and other members of our SMC family, and as a result of forward thinking members of our board of directors, we begin planning now for a new electronic health record in 2015 that will help us to provide safe, quality care.

The Leadership of SMC recently attended a training session provided by Mary Davis of the Studer Group on the Why, What and How of implementing measurable and meaningful goals. Leaders have been asked to develop department goals that support the overall goals of the organization. Similarly, every employee will be doing the same – developing individual goals that support their department goals. So why are we asking that all goals support the overall goals of the organization? It’s just a general principle related to the use of resources. If each of us at SMC works towards the same goals that have been developed from our Strategic Plan, then there is a much greater likelihood that together we will meet or exceed those goals – and more likely to get those goals accomplished in a more timely manner. Once those accomplishments are achieved, then together we can all move on to the next set of goals that improve the care and service to our community.

Speaking of the community, this year’s SMC Family Health Fair was a tremendous success with over 400 in attendance and more than 1000 screening and testing services provided. I would like to recognize the special leadership of Nikki Carlson and the dedication of our hospital auxiliaries and special volunteers who provided transportation services to the National Guard Armory. In addition, we are grateful to Pella and Wal-Mart for sponsoring the children’s’ bicycle and helmet drawings. In addition, our staff attended the employee health fairs at both Pella and Eaton’s. We know how important these industries are to our community and SMC is ready to assist in promoting the health of their employees.

In April we also recognized the efforts of our SMC Auxiliary. We so appreciate the special services they provide our patients in the hospital and clinic, the many duties they perform at special events, the operation of the gift shop, and the fundraising for special equipment and scholarship needs. We are grateful for the leadership of the auxiliary by Muriel Baldwin, and all of the work of each and every volunteer. SMC would be a different place without them.

Dr. Rebecca Rose, our new general surgeon, is already receiving many compliments from her first patients seen here at SMC. Soon Dr. Rose will be announcing additional procedures and services that, in collaboration with other members of our medical staff, will enhance the services already provided to women in this region.

Yes, this is a spring of unpredictability. And, yes, there have been a number of changes here at SMC brought about by the Accountable Care Act, market conditions, and our own efforts to improve quality while maintaining costs. Despite all of this change, some things at Shenandoah Medical Center will never change: our mission to deliver exceptional patient care.

Thank you

Karen
Journal of the American Medical Association (JAMA) shows hospitals can significantly reduce medical errors by adopting standardized communication to improve verbal and written communication during patient handoffs and it will not burdening existing workflows.

Medical errors are a leading cause of death and injury in the U.S., with an estimated 80 percent of serious medical errors involving some form of miscommunication.

Patient safety specialists have known for years that patient handoffs were a key area for improvement. The SMC Patient Safety Team’s initial focus will be on the National Patient Safety Goal # 1 “Improving communication”.

The Patient Safety Team will be evaluating the various evidenced based handoff communication tools that are available and also assessing our current handoff processes at SMC for process improvement opportunities. Thank you for your dedication to patient safety.

Becky Baldwin RN
Performance Improvement

Performance Improvement. Minute

The Agency on Healthcare Research and Quality (AHRQ) and the Joint Commission has identified improving handoffs in care as a priority in nationwide efforts to improve patient safety. Research on handoff tools and processes has identified team training, introduction of acronyms, and the use of written or computerized tools as strategies to improve handoffs and reduce medical errors.

Also, a new study in The Journal of the American Medical Association (JAMA) shows hospitals can significantly reduce medical errors by adopting standardized communication to improve verbal and written communication during patient handoffs and it will not burdening existing workflows. Medical errors are a leading cause of death and injury in the U.S., with an estimated 80 percent of serious medical errors involving some form of miscommunication.

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Becky Baldwin RN
Performance Improvement

Scott Garland presented Becky Baldwin with a SMC Star Award for her great work with performance improvement. Thanks Becky for all you do!
SMC Welcomed Dr. Rebecca Rose General Surgeon and Dr. Richard Bean ER Physician to the community during a public reception on April 1st. The event was attended by over 40 people. As always those who attended enjoyed great food and conversation.

C.E. Hornbuckle receives a Thank You for Service Award upon retiring from the SMC Foundation Board.
SMC BIRTHDAY WISHES

WOODS MICHAEL 1-May  UROGYNECOLOGIST  WOMEN'S HEALTH CLINIC
BAXTER JULIE  2-May  STAFF NURSE, RN  EMERGENCY SERVICE
FARRELL KYLIE  3-May  CNA, LTC  EH - NURSING SERVICE
GRIMES ALEX  4-May  EMT BASIC  AMBULANCE SERVICE
LANG CANDYCE  10-May  CLERK, MED RECORDS  HEALTH INFO MANAGEMENT
NEWTON PHILLIP  10-May  PARAMEDIC SPECIALIST  AMBULANCE SERVICE
HERTENSEN LARRY  12-May  PATIENT TRANSPORTER  AMBULANCE SERVICE
WILSON JANICE  13-May  SOCIAL WORKER, BSW  MENTAL HEALTH CLINIC
JURJEVICH STEVEN  15-May  PHYSICAL THERAPIST  PHYSICAL THERAPY
ROYAL KELI  15-May  HUMAN RESOURCES DIR  HUMAN RESOURCES
COBURN JAMES  16-May  FLOOR FINISHER  EH - HOUSEKEEPING
LOCKHART REBECCA  16-May  CLINIC NURSE, LPN  SHEN PHYS CLINIC-RHC
MEYER CHERYL  17-May  CLERK, INSURANCE  BUSINESS OFFICE
HILLMAN DEBRA  18-May  NURSE MANAGER  MEDICAL AND SURGICAL UNIT
EBERSOLE JUDY  22-May  CNA, LTC  EH - NURSING SERVICE
AISTROPE MELISSA  24-May  CLINIC NURSE, RN  WOMEN'S HEALTH CLINIC
FARBER ARLONE  25-May  MEDICAL STAFF COORD  ADMINISTRATION
AMES CINDY  27-May  NURS ASSIST, NON-CER  EH - ASSISTED LIVING
TILLMAN KIMBERLY  28-May  NURSING ASSIST, CERT  MEDICAL AND SURGICAL UNIT
SANDHOLM SUMER  28-May  RN TEAM LEADER  OUTPATIENT CLINIC
LANE LINDSAY  29-May  HOUSEKEEPER  HOUSEKEEPING
YORK CAROLINE  30-May  CLERK, ADMITTING  BUSINESS OFFICE
TOMPKINS TARA  31-May  CLERK, INSURANCE  BUSINESS OFFICE

May Recognitions
Month Long Recognition
Employee, Health and Fitness, High Blood Pressure Education, Skin Cancer Detection and Prevention, Motorcycle Safety and Awareness, Stroke Awareness, Teen Pregnancy Prevention,
Recognition Weeks
Nurses Week May 6-12, Hospital and Nursing Home Week May 11-18, and
Emergency Medical Services Week May 18-24
The Pancake Man will be here May 9th from 6:30-8:30 am to celebrate!
I do believe you all have gone the extra mile of late; our Annual Spring Salad Luncheon was very successful. Thanks again to all of you who furnished food and/or your time for the luncheon. The funds received from the luncheon will provide three Scholarships of $750.00 each for graduates in our area pursuing a medical career. The Auxiliary has also received a Memorial Gift in memory of Carol Jones, a long-time member of the Auxiliary, in the amount of $1,010.00. A Shenandoah High School Senior will also receive a $750.00 scholarship from this gift. The balance of the memorial gift of $260.00 will be applied to a scholarship for a Senior graduating in 2015. Many thanks to the family of Carol for this gift.

Because I believe warmer weather is eventually bound to happen, we now need to gear up for the golf season. So start practicing, make up your teams, or join in the fun of volunteering for our Annual Shenandoah Health Foundation Golf Tournament on June 5 beginning at 11:00 a.m. This year the proceeds for this fund raiser is for Sentinel Node Biopsy Equipment for the hospital. Volunteers are needed to help at registration and the silent auction; help set up the dining area for the supper and auction; and to serve the lunch in the “grove”. Call Terri Kruse at 246-7220 if you can help.

Check out the Hospital Gift Shop for your Mother’s Day or Graduation gifts. We have some new collegiate items, perhaps for the college bound students; two different styles of tote bags and perhaps for dads, chef aprons. In the line of the kitchen silicone items, we now have the “magnetic finger grippers” for hot dishes, etc. and can be attached to any metal surface. We have also ordered a new line of coffee mugs that change color when a hot liquid is poured into them. They are designated for Mothers, Grandmothers, Sisters, etc. Remember, we also have great greeting cards all of which are only 60 cents each.

May volunteers for Bingo at Elm Heights Thursday, May 15 are Janet Jones and Shirley Farrell. We are using the same schedule as last year so if you cannot help at the scheduled time, please call one of the substitutes listed on the schedule which was attached with the January 2014 newsletter. We also have new Bingo playing cards to call the bingo numbers instead of the wheel and “bouncing balls”. I hope you like the new method of calling the numbers.

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June 5 – 11:00 a.m. – Annual Shenandoah Health Foundation Golf Tournament

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“You don’t do kind deeds expecting kindness in return. You don’t do kind deeds because you deem the recipient worthy. You do kind deeds because it’s who you are, and Because you understand the powerful difference your gentle hand makes in this dreary world.

Richelle E. Goodrich

Muriel Baldwin, Auxiliary President