

2009 Mark Reed Health Care District Strategic Plan and Focus

In the fall of 2008 the Board of Commissioners, along with the district's Administration, medical staff and Community Advisory Committee (CAC) developed a plan which was to act as the strategic roadmap for the hospital district in 2009. This strategic plan was broken down into five areas of focus or "buckets" to help outline the work ahead for making necessary changes and improvements to the Hospital District.

The recommendations from the Community Advisory Committee's interim report to Mark Reed's Board of Directors played a significant role in the focus and construction of this roadmap.

This page will be updated monthly with administrative progress reports and community development updates. Individuals who have questions or want more information on the progress listed here may attend both the CAC meetings and the Board of Commissioner meetings. Details on both monthly meetings are listed on the website as well.

The "bucket list" is a list of accomplishments for 2009 organized by area of focus and then listed by the month of completion or month in which a milestone was reached in the project. Click on each bucket to view the progress!



Bucket #1 - COMMUNITY OUTREACH



Bucket # 2- FINANCIAL SUSTAINABILITY



Bucket #3 – TECHNOLOGY



Bucket #4 - INTERNAL ORGANIZATIONAL DEVELOPMENT



Bucket #5 - IMPROVING CURRENT FACILITY



Bucket #1 - COMMUNITY OUTREACH

April:

- Town Hall-style community meeting held on April 21st at Elma High School library in lieu of the regular CAC meeting. PAI's were contacted and the commissioners as well as the CAC members recruited residents to attend.
- Two infant CPR manikins were donated by Coastal Transport to assist with the CPR training classes.
- Billboard for MRHCD is finally finished and scheduled to be installed in beginning of May.
- Community Report mailing went out the 1st of April to all district residents and Montesano. Response has been overwhelmingly positive and we have new patient interest as a result.
- The Hospital Brochure was also finished and distributed to the McCleary new resident packets via the McCleary Chamber and is in new patient packets at the hospital.
- Mark Reed has had very high visibility in April due to Dr. Ritchie's press for her award and also the press for I-1000 decision and the Fundraiser. Very good press and exposure.
- Dr. Macke was given a tour of the facility and QA had their first meeting with Dr. Andrews.
- Swing bed patient taken out for the day by nursing staff to receive 70 year membership pin from the Eagles.
- Nursing station is looking very professional now and construction is almost finished.



Bucket # 2- FINANCIAL SUSTAINABILITY

April:

- New interim Business Office Manager has been brought on to help organize and streamline billing issues and find a resolve for the A/R backlog and customer billing complaints.
- Also discussing bringing in temporary billing staff to help bring billing up to date.
- Self-pay patients are being handed Community Care packets to educate them on their payment options for their medical bills.
- Mark Reed Lab has been certified as a drug screening site for businesses. PACLAB is supposed to assist with marketing this new service to companies in the surrounding areas.
- Ultrasound services have been identified as area to be funded by 2009 Foundation fundraiser, we have approximately \$30,000 in trauma funds to put towards this purchase if we meet budget for the year.



Bucket #3 - TECHNOLOGY

April:

- New EMR system has been chosen and all players have gathered to develop strategy for implementation.
- Sourcing new resources for updating and improving website. Looking for more comprehensive information on our services and to organize the layout of the site for easier navigation. Restructure will include several forms being made available online.



Bucket #4 – INTERNAL ORGANIZATIONAL DEVELOPMENT

April:

- Reorganized and restructured the nurses' station and rebuilt the ER registration area to secure more privacy for the nurses area and to make the station more professional in appearance.
- Board member's photos have been framed and labeled. Now that flooring is finished, photos and mission statements will be hung on the walls in the next week.
- Company picnic has been scheduled for July 25th.
- Employee recognition with the board is scheduled for April 20th to recognize the employee's commitment during 2008, our year of change and progress.
- Employee recognition board has been set up to recognize outstanding mission-driven accomplishments and actions.
- Two new volunteers have signed up in April. Volunteer pool is growing.
- Working on HIPPA compliance training for staff with WWRHCC.
- Weekly audits are being performed on ER charts to ensure accuracy with coding and completion. Process improvements will be implemented to reduce the backlog due to errors. Also, provider coding meetings are occurring quarterly beginning this quarter.



Bucket #5 - IMPROVING CURRENT FACILITY

April:

- Two providers have moved into old CEO office. This allows for more privacy and space for providers to complete their administrative work throughout the day when they're not seeing patients.
- Clinic and front office have been rearranged to reduce the amount of traffic in patient waiting areas and reception area.

- The repainting of asphalt and speed bumps is officially on the maintenance calendar as of April and scheduled for Summer.