

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

November:

- State Representatives Kathy Haigh and Fred Finn each had lunch at Mark Reed and met with Commissioners and Renée about the Hospital Safety Net Assessment and also to discuss the interest of Mark Reed as a rural Critical Access Hospital.
- Four Mark Reed employees walked in the Veteran's Day parade in Elma on November 11th.
- Mark Reed won an additional \$5,000 prize from the Worker's Compensation Trust for being a Top Performer in Washington State, along with two other hospitals. In total our Safety Committee and Worker's Compensation program manager have brought in over \$7,500 in prize money to put toward employee wellness and safety.
- Installation of hospital signage will occur in November. New Emergency Department exterior signage is also being assessed.
- The Diagnostic Imaging department held the 1st annual Ladies Day Out for the new Mark Reed Breast Health Awareness Program at the end of October. It was well attended and received and is scheduled to become an annual event.
- The 1st Annual East Grays Harbor Health Fair took place at the Fairground in Elma in October as well. Approximately 250 people attended this free event and a few participants were able to identify some serious and previously unknown medical conditions.
- Hospital Foundation is holding a Food Drive for the McCleary Food Bank this month.



Bucket # 2- FINANCIAL SUSTAINABILITY

November:

- Days in A/R has dropped below 100.
- There has been a strong trend of over \$1 million in operations revenue each month for the last few months.

Bucket #3 - TECHNOLOGY



November:

- The e-MD, or Electronic Medical Records system went live in October. We are still running parallel systems until the last few bugs are worked out of the coding and billing parts of the system.
- The Laboratory is receiving its new LIS equipment in November. Already the lab team is noticing a huge reduction in paper/paperwork and a dramatic increase in space. Reports from this new Information System will help reduce errors and provide more comprehensive summary reports.
- The new website is almost finished and scheduled to go live in December.



Bucket #4 – INTERNAL ORGANIZATIONAL DEVELOPMENT

November:

- Board and Executive Team attended annual Strategic Planning session in Seattle with Rick Kramer to set the 3 year strategic plan outline for the organization.
- Management Team had their own strategic planning session on October 29th to fill in the outline from the Board session.
- Registration staff in clinic and emergency departments are now reporting to the clinic and nursing managers for better connectivity with their departments.
- The Quality Committee is beginning to draft their feedback survey and has two new member recruits in-house. Still evaluating best approach to recruit from community.



Bucket #5 - IMPROVING CURRENT FACILITY

November:

- Landscaping project is coming along very well and almost finished.
- Entire facility has been repainted.
- Helipad is almost finished with its repainting.
- Maple Street property was purchased by the district to protect the investment already put into it for hardwiring and equipment.
- Interior painting of doorways and hallway cabinets continues at a steady pace. This is providing better continuity as we upgrade to a more professional and modern image inside the hospital.