

2010 Mark Reed Health Care District Strategic Plan and Focus

In the fall of 2009 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 2010. 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. Our Quality program is an invisible bucket that encompasses all five areas of focus.

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 June 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 2010 organized by area of focus and then listed by the month of completion or month in which a milestone was reached in the project.



Bucket #1 - COMMUNITY



Bucket # 2- ORGANIZATIONAL DEVELOPMENT



Bucket #3 – FACILITY



Bucket #4 - CORE PROCESSES & SERVICES



Bucket #5 - FINANCE



Bucket #1 - COMMUNITY

June:

- Four scholarships were presented to graduating seniors at Mary M. Knight and Montesano High Schools at their commencement ceremonies.
- Mark Reed received a \$2,000 grant from the State of Washington Higher Education Board to match the \$2,000 I scholarship monies raised through employee donations. This enabled the committee to award four \$1,000 scholarships instead of only three \$800 scholarships this year.
- The Memorial Day flag raising was held on May 31st. It was well attended by staff, scouts, local veterans and a board member.
- Mark Reed received recognition for their participation in McCleary Chamber of Commerce's sponsorship for Timberland Regional Library. Our logo and phone number are being sent through the town on the fliers and we have agreed to participate in their crossword-around-town program for children. They will have to come up to the hospital to get the word for their puzzle. This will bring folks to the building and be able to see the new landscaping and flag, etc.
- Mark Reed Foundation joined the McCleary Wildcat Card program to help raise funds to support free athletics for grade school children in McCleary. The Foundation is offering one free bicycle helmet for each card that is purchased to support the program.
- Renée did a presentation to the EGH Rotary group updating them on the new facility project.
- The Mayor of Elma and one of the city councilmen have offered letters of support for the new facility project to include with the USDA application. Outreach throughout Elma and McCleary seeking the letters of support continues.
- Received final dollar amount from Foundation. The 3rd Annual Golf & Gala event raised just over \$25,000 this year. The Executive Team is in the process of identifying and prioritizing new items of equipment to purchase for the hospital.
- We have been engaging the offices of our County Commissioners and State Representatives to also draft letters of support for the new facility project and how the USDA and stimulus monies will make a maximum impact here in EGH by being applied to a new healthcare facility. Positive feedback and assistance so far from the Commissioners and Rep. Fred Finn's office.
- Continuing to host students who are working on externships through Olympic College and other educational programs in the Mark Reed Healthcare Clinic. Relationship with the schools continues to grow and develop.
- Have begun introduction campaign for new ER Medical Director, Dr. Hurley. Should have articles in TDW and The Vidette very soon announcing his employment at Mark Reed, which should instill some confidence and consistency in our ED and hopefully stabilize our patient volumes.
- Health Fair committee has begun sending out applications for the EGH Health Fair on October 30th. We have community members on the committee who have offered great ideas and suggestions so far. First application has been received for a vendor booth.
- Mark Reed had a team participate in the EGH Relay for Life. The team raised over \$2,000.



Bucket # 2- ORGANIZATIONAL DEVELOPMENT

June:

- All managers will attend a Disney Institute seminar on Customer Service on June 28th. This should help instill a standard of high level customer service and patient relations that the managers can use to educate and train their staff to emulate.
- Diagnostic Imaging department had a full day team building retreat with Rick Kramer. Overall response from staff members has been overwhelmingly positive. They developed their own departmental mission statement and team values as well as service goals.
- New managers have received training for the online customer service training and all staff members will be completing their annual online education, which has been revamped and is delivered in slightly more user-friendly format.
- Two of our hospital nurses have been sent for training: one to Seattle to attend a Stroke Prevention education session; the other to Bellevue in late May for the TNCC workshop.
- Maintenance Manager attended a Business Grammar & Writing Seminar as well as several disaster preparedness courses with other emergency and first response organizations in Grays Harbor County.
- The Deputy Director for the GH Emergency Management department did a presentation to the M-team on what things should be included in our disaster plan and options that are available to the district if needed.
- The nursing department plans to implement a new program to improve documentation by the end of June. A new inpatient RN began this month in the ED.
- Interviews for RN Clinic Coordinator, Nursing Coordinator, Laboratory Manager and Chief Nursing Officer continue.

Bucket #3 - FACILITY



June:

- Received a quote for replacing the roof on the main building. Continuing to evaluate replacement of main roof and Maple Street.
- Main Entrance sign for the above the clinic entrance has been ordered and is scheduled to be installed soon. This will help confusion for patients who are looking for either clinic or ER. ED sign was installed in late April.
- Reorganization of patient/staff/ER doc rooms has been completed. Staff have been moved and rooms have all been painted and reoccupied.



Bucket #4 – CORE PROCESSES & SERVICES

June:

- Training and implementation of new ultrasound services in the ED are occurring.
- CNO met with vendors for heart monitor machines. Request will go to E-team in July.
- Lab had a vendor in to meet with laboratory department staff on a chemistry analyzer.

- Have identified a digital camcorder to purchase for safety training videos, staff trainings/education, and board meetings. Will be able to record meetings and post on website to increase access to information and promote transparency.
- Team from the clinic and hospital have been asked to do a presentation on Medical Home at the annual WSHA Rural Summer Conference.
- Stroke education is occurring in June and a drill is scheduled for the end of the month.
- Stage One of the internet guest network completed.



Bucket #5 - FINANCE

June:

- Foundation just approved a \$25,000 payment to MRH to assist in the cost for this.
- Draft of the financial feasibility report is finished and Finance is working with a consultant to get the report finalized. Will also engage with a separate CPA firm to evaluate the findings of the report and give their determination of accuracy.
- Laboratory billing interface (LIS) with e-MD's is in the testing phase now. Should be able to go live soon.