

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 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 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

May:

- Foundation's signature 3rd Annual Golf & Gala Event went very well. Still waiting for final accounting before we make formal announcement but net proceeds look to be very close to budgeted goal. Sponsorships were above budget, as were in-kind donations. Participation increased by 57% for gala and 26% for golf from 2009.
- Renée and Joy attended McCleary City Council meeting to try to educate council members/mayor on the project and clear up any discrepancies and misinformation. Article covering conversation did good job of clearing up issue on tax payer responsibility for project.
- Memorial Day- May 31st, 9:30 a.m. is the flag dedication ceremony at MRH by a local boy scout troop. Invitation was extended to McCleary VFW to attend as well. Board commissioners, employees and community members are encouraged to attend.
- Continuing to host residents from St. Peter Family Medicine as well as other medical related students for job shadow opportunities at MRH. Three of them are here in May.
- Volunteer opportunities are being advertised and formal list has been developed. A high school student has applied to intern with Human Resources department for senior community service project.
- New community member has joined the health fair planning committee.
- The Foundation received a \$2,000 scholarship grant to match \$2,000 raised by Mark Reed Health Care District employees. Four \$1,000 scholarships will be awarded to east county students- three from Montesano and one from Mary M. Knight received the highest application scores and will be awarded the scholarships.
- Plan has been developed to begin pre and post visit phone calls to clinic patients. Will begin implementation of process in June. Emergency Department looking at similar model for hospital/ED patients.



Bucket # 2- ORGANIZATIONAL DEVELOPMENT

May:

- Staff member sent to Chicago for privileging/credentialing boot camp to assist in implementing a formal process for this at Mark Reed w/ the EGH Med Staff team.
- All managers have been registered for Disney customer service training in June in Seattle.
- Diagnostic Imaging (DI) Manager attended DI/Radiology Manager Training in Milwaukee. Great opportunity to network with other managers on DI/Radiology SWOT analysis, etc.
- Human Resources Manager and CNO planned an all staff BBQ lunch to celebrate Hospital Appreciation Week. Neighboring offices and even a few patients joined staff for lunch out in the new patio area.
- Formal process developed now for recognizing all departments during national recognition weeks/days throughout the year.
- Special Meeting in May for Board of Commissioners addressed communication policies for interaction between staff/board members and board/board members.
- Laura Vorhees was hired as permanent Business Office manager in May.

Bucket #3 - FACILITY



May:

- Reviewing a proposal to repair and/or replace parts of the roof on the main facility.
- Contract started for landscape maintenance with Gene's Landscaping.
- Reflective Emergency Entrance sign installed to clearly identify emergency door and entrance. Main Entrance for the clinic side during the day has been ordered.



Bucket #4 – CORE PROCESSES & SERVICES

May:

- Nursing involved in materials purchasing committee.
- Business Office manager reviewing sample statements from TechTime and planning on holding a billing education session for the public at the EGH Health Fair.
- As a result of the DI/Radiology Seminar in Milwaukee, manager learned that we can do DEXA on a CT unit. Need to see if this is good reimbursement and need to find out cost of software before determining feasibility of integrating this service to department.
- Pre-employment drug screen policy finished and sent to Executive Team for review/approval.
- The pharmacy consultation has been completed for the ED.
- Medical Records position has been eliminated for the Clinic and an RN Care Coordinator has been hired as the next step in the PCMH staffing model implementation.
- Medical Records manager performed a chart organization training for the unit secretaries and counseled the Clinic on the release of medical information during their weekly meeting.
- Two new recliners have been ordered for patient rooms as well as two new vital sign monitors to replace the failing machines.
- Aloka ultrasound machine is in place in the ED; will begin training in June for utilization of the new equipment.



Bucket #5 - FINANCE

May:

- District has made formal request of \$25,000 from the hospital Foundation to assist in the payment for the ultrasound machine for the emergency department. The \$25,000 was pledged by the Foundation in 2009 to assist with this specific equipment purchase. \$25,000 has also been pledged for 2010 to assist with equipment purchases for the new facility.
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