

MONDAY, MARCH 28, 2011

pulse



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A BIWEEKLY NEWSLETTER FOR PHYSICIANS, EMPLOYEES AND VOLUNTEERS FOCUSING ON THE HOSPITAL'S MISSION OF PROVIDING QUALITY CARE AND IMPROVING THE QUALITY OF LIFE TO THOSE WE SERVE

BDIs continue development

As mentioned in the Jan. 17 issue of "Pulse," LMH's BDIs, or "Big-Dot Initiatives," are the six strategic imperatives that were launched hospital-wide for 2011. Those six items are the top six initiatives from the hospital's strategic plan that are considered the most important initiatives that LMH must advance this year to position itself for success. The first group, or BDI 1, is hard at work improving clinical aspects of patient care, with particular focus on core measures. BDI 2 has just launched in-services for all hospital departments on improving care from the patient's perspective. BDI 3 is developing a plan to help reduce readmissions to the hospital. BDI 4 is working to enhance patient care through improving information technology. BDI 5 is focusing on launching an observation unit to help make hospital care more affordable. BDI 6 is working on preparing LMH for health-care reform. These six initiatives rely and count on all LMHers working as a team to be successful. Please stay tuned for additional developments on the BDIs, (*Joe Harrington, ext. 7560*).

Customer-service program launched

BDI 2, or the task force focusing on improving patient satisfaction from the customer's perspective, has just launched a hospital-wide, customer-service program. Its goal is to improve the LMH-satisfaction scores that are publicly reported and factored in to the hospital's reimbursement rates for Medicare and Medi-Cal patients – about 70 percent of all revenues. The scores, called H-CAHPS scores, (Hospital Consumer Assessment of Health Providers and Systems), include seven dimensions of care. They are: emotional support; respect for patient preferences; physical comfort; information, education and communication; coordination of care; involvement of family and friends; and continuity and transition. It's LMH's goal to have patients always report their care was excellent. To secure the maximum reimbursement, LMH must raise its current scores from the 73rd percentile to the 95th percentile by July 1 of this year and sustain that score into the future. The plan to do that includes in-services for all hospital departments. It began the roll out three weeks ago. This LMH customer-service program will focus on three components: AIDET, managing up and leadership rounding. AIDET is short for "acknowledge, introduce, duration, explanation and thank you." Each LMHer is being asked to always acknowledge the customer; introduce him or herself to the customer; tell the customer the expected duration of each interaction; explain to the

customer what is taking place; and thank the customer. "Managing up" is helping set the customer's expectation; to let each customer know they will be in good hands and well taken care of. For example, a registration staffer would always be sure to tell a patient arriving for outpatient surgery that the surgery staff is extremely well trained and customer focused. Lastly, for the leadership-rounding component, the hospital's CEO and vice presidents will round to patient rooms when they round on a bi-weekly basis. They will ask each patient if all the staff always introduces themselves to the patient; if teamwork is always apparent in the care they receive; and if the patient is in pain, if the staff is doing a great job always at managing that. Teamwork is the critical link in all these components, and it will be dependent on each and every LMHer to help the hospital reach the 95th percentile of patient satisfaction. The federal government is calling for improved customer satisfaction from all hospitals, because they want to ensure they are getting value for the patient care for which they are paying. To see the publicly reported data now and compare LMH to the state average, the national average and/or other local hospitals, visit www.hospitalcompare.hhs.gov, (*Carol Farron, ext. 7535*).

What teamwork sounds like

- "They all spoke so highly of one another. It's like they were friends."
 - "They said I was in great hands."
 - "Everyone gave me the same instructions."
 - "My nurse knew what the doctor told me."
 - "My doctor knew what the nurse told me."
 - "When I arrived for surgery, they told me about the team of people I would have taking care of me."
- Excellent teamwork does not happen by accident. It happens by design, (*Gayle Moses, ext. 7668*).

LMH appreciates its volunteers

National volunteer-appreciation week is Apr. 10-16. LMH is immensely appreciative of all of its hard-working volunteers who dedicate their time each year. Without their generosity, LMH would not run as smoothly as it does. Last year volunteers donated 15,872 hours to the hospital. To honor them, this year's annual pinning luncheon will be held later this year to take advantage of nicer weather. Stay tuned for the whens and wheres. Among those getting pins this year are Toni Maltseff, Anna Hampton and Paula Cordova, 1,500 hours; Les Sweet, 2,000 hours; and Janice McGill, 7,500 hours, (*Sarah Beasley, ext. 7616*).

Clinics director reviews book



Schneider

LMH Clinics Director Pam Schneider was asked recently to review a Medical Group Management Association (MGMA) publication by consultant, author and national MGMA speaker Deborah Walker Keegan. "Innovative Staffing for the Medical Practice" covers effective

methods of staffing to create the "right" team for a medical practice. Pam's professional testimonial will be published in the book. Well done, Pam, on the recognition of your expertise, (Debbe Moreno, ext. 7477).

Weight Watchers program begins

Want to lose weight, look great, and live more healthfully? Then join in the Weight Watchers® At Work program Tues., Apr. 5, from 4:30-5:30p, in Classrooms A and B. Bring a co-worker, family member or a friend to the meeting – there's nothing to lose but weight. This is a 17-week commitment that will cost \$186 (averages \$10.94 per week) with no registration fee (a \$20 savings). The program includes eTools for 19 weeks, free West Fitness membership and the chance to earn the \$75 Live More Healthfully wellness quarterly reward for those who have joined Live More Healthfully and have the LMH Preferred Care medical plan. Please bring a form of payment to the meeting, or be prepared to sign up for payroll deduction. If you miss the first meeting, no worries, you can join in on the class at anytime during the campaign. Let's lead by example and be the true leaders in health for the community. See you Apr. 5. Good health to you, (Kevin Vondergeest, ext. 3063).

It's PTO-cash-out time

LMH employees may cash out up to 40 hours of their personal time off (PTO). The minimum amount that must be left in the PTO bank after cash out is 80 hours. In order to qualify, an employee must have at least 88 hours in his or her PTO bank. For example, if an employee has 110 hours of PTO, he or she may cash out up to 30 hours. If the employee has 90 hours in his or her PTO bank, only 10 hours may be cashed out. The minimum payout is eight hours. A personnel-action form (PAF) must be completed and turned in to human resources indicating the number of hours to be cashed out. PAFs must be submitted to HR no later than Mon., Apr. 4. The actual check for PTO cash out will be Apr. 15. This check will be a separate check and will not go into direct deposit. Normal taxes and 403(b) contributions will be deducted from this check. Those with questions should contact the human-resources department, (Mark Wallace, ext. 7444).

Check out the book fair

LMH will host a book fair Fri., Apr. 1, from 8a-4p, in Classrooms A and B. Proceeds from the book fair will go to the LMH Care Club. Payroll deduction is available, (Donna Schulz, ext. 7609).

LMH Annual Meeting tickets on sale

Tickets for the LMH Association Annual Meeting and dinner are on sale in the LMH Community Development Department; \$40 for members, \$50 for non-members. The meeting will be held Wed., Apr. 20, at Wine & Roses in Lodi. Tickets must be purchased by Fri., Apr. 8. The association is the non-profit membership group that owns LMH. Anyone can become a member for a one-time, lifetime fee of \$100. Employees may join by payroll deduction if they wish. Please contact Community Development for a membership form, or visit the LMH website, www.lodihealth.org, for more information, (Megan Johnson, ext. 5170).

Update benefits when life changes

Having a "life-changing event" allows an employee to add, delete or make changes to his or her benefit plan outside the "open-enrollment" period. In order to qualify for a life-changing event, the employee must be able to provide documentation under one of the following criteria: Birth or legal adoption of a child (birth certificate or court order); legal custody of a grandchild (a copy of a court order is required); death of spouse or dependent child (death certificate or obituary); marriage or disillusion of marriage (marriage license or court order); legal separation from spouse (a copy of a court order is required); loss of spouse's employment and coverage (letter from spouse's employer); employment of spouse (letter from spouse's employer); or other health coverage (letter from insurance carrier). "Benefited" employees who believe they are eligible to change their coverage must notify the LMH Human Resources Department within 30 days of the qualifying event with the appropriate documentation. If the employee qualifies, the change will be effective on the first of the following month. A "non-benefited" employee who enrolls in the medical, dental and/or vision plan coverage becomes a "benefited" employee effective during the pay period in which the first of the month falls. The 15 percent in lieu of benefits will cease. Contact Lynette in HR, ext. 7598, (Lynette Havens, ext. 7598).

Show LMH spear-it

Volunteers are sought to work the deep-fry booth at the Stockton Asparagus Festival. Shifts are available Fri., Apr. 15, from 2:30-7:30p, or Sat., Apr. 16, and Sun., Apr. 17, from 8:30a-2:30p, or 2:30-7:30p. The last day to sign up is Mar. 31. Stockton Delta Rotary will make a financial contribution to LMH for providing volunteers. Stop by HR to sign up for a day of fun, (Tina Vincelet, ext. 7386).

Magazines and books sought

The LMH clinics are in need of gently used, recent magazines for their waiting areas. Those wishing to donate magazines should send them via interoffice to Clinics Administration. Additionally, books are sought for the LMH paperback libraries on the hospital's second and third floors. Book donations should be directed to the LMH Medical Library, the community development office or the information desk, (Megan Johnson, ext. 5170).