

A NEWSLETTER  
FOR ASSOCIATES OF  
CAPELLA HEALTHCARE

# CONNECTIONS

## ADVANCING OUR MISSION FROM DAN SLIPKOVICH



Fiscal cliff. Medicare sequestration. Budget deficits. These are all phrases you are probably tired of hearing by now, but are going to be hearing a lot more about during the next weeks. But, regardless of who you voted for, you are

probably glad the election is over and that we aren't being bombarded by political ads anymore.

There are, however, some serious challenges ahead of us – both for our country and the healthcare industry.

First and foremost, even with the growing fiscal pressures, ever increasing uncompensated care, economic challenges and legislative uncertainties, our primary focus is to serve the patients in our communities with high quality health care. We will continue to seek ways to improve care, grow services and expand access even as we work to lower costs. And we've made great progress over the past year, which you'll read all about in this year-end issue of *Connections*.

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## Lean ED initiative improving care and satisfaction at Capella hospitals

*It's about the relentless pursuit of perfection. It means adding value to every action, every movement and every investment of time, energy or dollars. It's called Lean Healthcare, and it's an initiative that's being embraced by Capella Healthcare. The ultimate goal? Improving care and standardizing processes while enhancing satisfaction for patients.*

*Three hospitals have launched the Lean ED initiative this year, including Saint Mary's Regional Medical Center in Arkansas, featured on page 4, and Capital Medical Center in Washington. Here's a first-person account of CMC's achievements, thus far, by Mike O'Dell, RN, MBA, Interim Director of the ED.*

There are huge benefits for our patients and our hospital when we achieve an expeditious door-to-doctor time in our Emergency Department. And that is the heart of what we are set on accomplishing at Capital Medical Center. We started this journey of Lean ED because the traditional method for getting patients seen, cared for, and dispositioned from the ED had become rather antiquated.

The Lean ED initiative is simply a starting point for designing processes that make an ED efficient, cost-effective and satisfactory to our patients.

But getting our patients in front of the doctor wasn't the first and only traditional role that required attention. The manner in which we coordinated patient flow was equally outdated.

What was smart was our decision to focus on the fact that nurses make the experience for the patient. Now, when a patient walks through the doors of our ED, our registration staff greets them and lets the ED desk know we have a patient. NOT a patient that needs triage, but a patient that needs to be seen. We put that person in front of a provider ASAP. We still have a triage room, and if there are no places to put the patient, the provider is summoned to triage with a nurse; simultaneously and cooperatively screening the patient.

If we have a bed, a room, a hallway spot, a recliner, a chair by the security officer's desk, we pick the most appropriate, we get creative, and we get the patient in front of a provider. The federal EMTALA laws calls this the medical screening. We call it the Rapid Medical Exam, or RME,



Patients see the doctor much faster at Capital Medical Center, thanks to the implementation of their Lean ED plan. Pictured from left are Yelena Khait, PA; Michael O'Dell, Interim Director of ED; and Paul Sunderland, MD.



Saint Mary's ED staff has significantly improved patient satisfaction since implementing Phase I of their Lean ED initiative.

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While the election eliminated the possibility that the Affordable Care Act would be completely repealed – thus bringing the certainty the healthcare industry was looking for – it did not change the core fundamentals of what we must address in today's market: how to drive efficiency, manage and lower costs and create new ways to deliver superior care.

The core issue of healthcare reform is coverage. Specifically, it's about how we ramp up for increased demand for services in an environment where payment pressures will continue to be a major factor. This is one of the reasons healthcare reform will demand collaborative solutions from providers. More hospitals will be seeking partners to help them succeed, which creates opportunities for companies like Capella. In fact, over the past year, Capella has seen an exponential increase in the number of hospitals reaching out to us for the resources we can provide, including management expertise and capital dollars. Rest assured we're going to continue to be very selective and creative in our approach.

Identifying strategic partnerships tailored to specific communities is often the best way to care for patients. You'll see us and other health systems creating more partnerships like the joint venture Capella launched this year with Saint Thomas Health for our four middle Tennessee hospitals. This unique joint venture made sense and is already bringing value to these communities in terms of expanded services.

Helping hospitals position themselves for success in the future is an area in which Capella thrives, and we are excited about the opportunities we are seeing. I'm even more excited about the progress our family of hospitals is making. Thank you for the outstanding work you are doing caring for our patients and our communities.

## Lean ED Initiative at Capital Medical Center

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and we accomplish the preliminary requirements of EMTALA by performing an RME. And our patients say: "Wow, that was fast!"

There is still a lot to get done, so the patient does have some waiting at this point. They still need triage, vital signs, tests and medications. After all, haste is not our goal. Expedient presentation to a doctor or provider is our goal. And quality of care is our primary concern.

But quality of care is not, frankly, what patients are most concerned about. They take that for granted. We're doctors and nurses and we know what we're doing, and they know that. Quality is a given, to them. What matters most to the patient is that they are treated as well as they are at the department store, their bank and the restaurant.

So, is it working? Are our patients happier? Survey says yes, they are. And we can boast some other real successes as well. After our Lean ED go-live, we went an entire week without a single, solitary LWOT (that's "Left Without Treatment"). Our prior rate was over 4%. It is remaining steady now at below one-half of 1%, which is significantly below the national "gold standard" of 2% or less.

We had a day in the second week where our door-to-doctor time was **eight minutes**. We have had several days where it was in the 20 minute

range, and some of our doctors have had shifts where they saw their patients in an average of **three minutes**. We've shaved our door-to-doctor time from 49 minutes to 28, which is below the national benchmark of 30 minutes or less.

Our ED length of stay (LOS) has dropped 20 minutes per patient, and some days we come close to the 120-minute holy grail. But on average, it means that if we see 40 patients in a day, we've cut out 800 minutes, or roughly 13 hours. Talk about lowering the workload. Although it hasn't always been perceived as a lighter load because of all the up-front efforts staff have to make. And, I think you can intuitively imagine how this positively affects the downstream impact on the afternoon crunch, and what night shift inherits. After all, what we get in and out efficiently in the morning lessens the "wake" effect that flows into the later parts of the day.

As for struggles to work through, there are only a couple. We have some awkward moments as we try to simultaneously accomplish our MSE and triage. A four-minute traditional triage is now sometimes a ten-minute affair, but so much more gets done in those ten minutes, and the patient only has to tell their story once.

This is a great ED. People are saying good things about us and they're going to say more. We're betting on it!

## INFORMATION SECURITY UPDATE

HIPAA Security and Privacy rules have been around since 2003, but have grown to be more important to healthcare organizations in light of today's security concerns. The Government is putting more emphasis on compliance and has followed that stance with the implementation of audits and penalties for non-compliance.

What does this mean for Capella? Simply put, we must continue to adhere to our values and pillars and do the best we can to protect our patient information as if it were our own. Capella's Information Security and Privacy Department will be providing structure and guidance on how to support these efforts. Jeff Cobb, Capella's new chief information security officer, will be leading this effort to identify the good things we are currently doing as well as areas where we can improve to help maintain our emphasis on quality patient care, which includes protecting patient information.

Look for more information in the coming months and in the meantime, take a fun and interactive Security and Privacy Challenge Quiz that's posted in the "For Employees" section of our website at [www.CapellaHealthcare.com/for-employees/](http://www.CapellaHealthcare.com/for-employees/). Employees who complete the quiz and send a "screen shot" of their results to [Jeff.Cobb@CapellaHealthcare.com](mailto:Jeff.Cobb@CapellaHealthcare.com) by January 31, will be included in a drawing for a \$25 gift card.



**Jeff Cobb**  
Chief  
Information  
Security Officer





SALUTING OUR HEALTH HEROES

## DR. ERIK SWENSSON SETS THE EXAMPLE BY LOSING 20 POUNDS

As a practicing surgeon for 30+ years, Dr. Erik Swensson was on his feet most of the day. Then he underwent major back surgery and took a position requiring travel and office work as chief medical officer for Capella Healthcare. Not surprisingly, he gained 20 pounds.

But over the past few months, he's set an example that many should follow. He changed his eating and exercise habits and lost the extra weight. And, he feels great.

"It's all about balance," Swensson says. "I've been cutting back my portion sizes and high caloric foods. I don't feel deprived. I still have ice cream and cookies, but I'm much more aware now of how much I'm eating overall. I aim to not go above 2,000 calories a day."

"Regarding exercise, I knew that it was not realistic for me to join a gym because I travel too much. But setting a routine to ride a stationary bicycle was realistic. I ride a half hour, four times a week, and can do this consistently, even on the road, since most hotels have work-out areas now."

And, since January is the time most people set resolutions to get in better shape, does Dr. Swensson have tips for others?

"Be realistic. People who try to change too much too fast need to realize that this isn't the best way to be successful.

A realistic weight loss plan will result in the loss of 1 to 2 pounds a week. I lost my 20 pounds over a six month period. It's about a lifestyle change, not a quick fix."

Demonstrating the importance of family support for his challenge, Dr. Swensson's wife, Dr. Edythe Schlosstein, who is an internist, changed her cooking style.



Dr. Swensson sports his slimmer physique.

*Do you work with someone whose personal commitment to their own health is an inspiration to others? Or who deserves to be "A Bright Star," someone whose professional or personal recognition has brought honor to your organization?*

*Nominate them for our Health Heroes or Bright Star feature. Email us at [Connections@CapellaHealthcare.com](mailto:Connections@CapellaHealthcare.com)*



## HONORING BRIGHT STARS

### River Park Hospital's Dr. Trey Kirby and Heather George receive THA Awards of Excellence

Two River Park Hospital (RPH) associates were honored with Awards of Excellence at the Tennessee Hospital Association's annual membership meeting in November. **Homer "Trey" Kirby III, DO**, received the Healthcare Hero award while **Heather George, RN**, received the Nurse of Distinction award.

**Dr. Kirby** was honored for his service as a primary care physician and his 14 years as an active member of the U.S. military. Dr. Kirby most recently served a three-month deployment with the Tennessee National Guard earlier this year, stationed at a 40-bed mobile emergency room 75 miles from the Iranian border.



Dr. Kirby has also gone above and beyond in his calling as a physician, according to Tim McGill, CEO of RPH. "As a member of our Physician Leadership Group, Dr. Kirby gives his time to help make our hospital better. He has made a lasting impression on many individuals."

**Heather George** works in RPH's Intensive Care Unit, and is known for her leadership skills and her willingness to lend a hand. As a member of the hospital's Nurse Practice Council, she headed a project to create an open visitation policy for all patient care areas. She also serves as the Council's treasurer and helps raise funds in the community for scholarships and education opportunities for fellow nurses.



She is dedicated to bringing awareness to causes such as Multiple Sclerosis (MS). After she was diagnosed with the disease in 2007, she became involved with fundraisers for MS research, including walks in Nashville and Murfreesboro for the MS Society. In 2010, she began the process of coordinating an event for Warren County. Under her leadership, the inaugural Warren County MS Walk raised over \$30,000 and set a new record for the MS Society as the highest growing, first-time event held in the mid-south.

### Saint Mary's Regional Medical Center pharmacist receives prestigious award

**Kathy Phillips, Pharm. D.**, was recently named "Staff Pharmacist of the Year" by the Arkansas Association of Health-System Pharmacists (AAHP). Phillips was presented with the award at the AAHP 46th annual Fall Seminar held recently in Hot Springs.



"Kathy takes on additional tasks without being asked, troubleshoots issues, and is always looking for process improvements," said Susan Newton, Pharm. D., Assistant Director of Pharmacy at Saint Mary's and AAHP executive director. "Kathy is highly respected by the staff at Saint Mary's. She is a long-term employee and our patients benefit daily from her experience. Our front-line employees are the true heroes in health care."

Phillips will celebrate 22 years with Saint Mary's this March.

To read more, visit the "Bright Stars" page in the "For Patients & Public" section of Capella's website.





## PILLAR TALK

# Focus on Quality and Service

Capella Healthcare’s operating philosophy revolves around five pillars which serve as guiding lights for everyone – in the hospitals and at the corporate office. The pillars help us set goals, focus on priorities and help us to achieve balance. Most importantly, they help ensure that everyone knows that quality and culture, service and finance are not separate concepts distinct from each other, but are all vital for success. In this issue, we focus on the significant recent strides hospitals have made in the areas of quality and service.

### QUALITY

*The Quality Pillar is all about the kind of care we provide to our patients, including how satisfied they are with how they were treated.*

#### Saint Mary’s achieves significant satisfaction improvements

Saint Mary’s Regional Medical Center is achieving significant improvements in patient satisfaction survey scores. Third quarter results showed substantial strides made specifically in the hospital’s Medical Telemetry Unit and Emergency Department.



More than half of the patient survey information came from Medical Telemetry, the department caring for the largest number of inpatients at any given time at Saint Mary’s. Overall, Medical Telemetry’s patient satisfaction feedback scores improved exponentially, moving the hospital’s ranking from the first percentile of hospitals in July to the 55th percentile by the end of September (in the national database of hospitals who work with HealthStream Research).

The Emergency Department’s performance during the same period was no less noteworthy. Saint Mary’s scores placed the hospital in the 73rd percentile nationally for satisfaction, a significant improvement from earlier. Saint Mary’s attributes staff commitment, along with a restructuring of a detailed call back system, to the department’s impressive results.

“The positive feedback received from those in our care provides a benchmark that tells us when we are communicating effectively, treating patients with respect, and earning the community’s trust as the healthcare provider of choice,” said Donnie Frederic, Saint Mary’s CEO.

#### River Park Hospital joins Stroke Network

River Park Hospital is now part of the Saint Thomas Stroke Network. Officials from both hospitals and the community celebrated with a ribbon cutting in front of the recently renovated Emergency Department. “River Park isn’t just a city hospital and it isn’t just a county hospital; it’s a community hospital for all of us. The partnership with the Saint Thomas Health Stroke Network is a great thing for our community,” said Jimmy Haley, McMinnville Mayor.



Hospital and community officials gathered to cut a ribbon launching the new Stroke Network. From left they are: Rodney Boyd (McMinnville Electric System General Manager and CEO), Ozle Allen (RPH Board Member), John Pelham (Warren County Executive), Bobby Cox (Warren County Director of Schools), Lisa Smotherman (RPH Director of Emergency Services), Tim McGill (RPH CEO), Wes Littrell (Saint Thomas Affiliates CEO, Saint Thomas Health Chief Strategy Officer), Amy Howard (Clinical Coordinator with the Saint Thomas Stroke Network), Jeff Golden (RPH Chairman of the Board), Kaitlin Lawrence (Warren County Fairest of the Fair and RPH Ambassador), Ranee Curtis (Executive Director Saint Thomas Regional Network), and Jimmy Haley (City of McMinnville Mayor-Elect).

“We are proud to announce the partnership with River Park Hospital,” said Amy Howard, Clinical Coordinator with the Saint Thomas Stroke Network. “We work with community hospitals to develop the protocols to effectively treat stroke patients.”

As part of the partnership, RPH and Saint Thomas held a stroke drill in mid-October in collaboration with Warren County Emergency Medical Services and Warren County Schools, allowing all parties to showcase the stroke education Saint Thomas Health has facilitated.

RPH’s stroke drill started at Warren County High School, where Warren County Director of Schools, Bobby Cox, played the part of a patient having a stroke.

During the drill, Cox was transported to RPH, where he “received” the appropriate stroke screenings and treatments; including a CT scan, to determine whether there was any internal bleeding, and TPA (tissue plasminogen activator), a medication that can save brain tissue by dissolving clots and restoring blood flow.

"I learned a lot about the effort it takes by all to provide good care," said Cox.

Adds RPH CEO Tim McGill, "We are fully equipped to handle stroke patients and have the capabilities to provide rapid treatment and support through our partnership with Saint Thomas – giving patients the best opportunity for positive outcomes."



RPH is a part of the Capella-Saint Thomas system of hospitals, a joint venture between Capella Healthcare and Saint Thomas Health, along with sister hospitals Highlands Medical Center in Sparta, DeKalb Community Hospital in Smithville, and Stones River Hospital in Woodbury.

### Capital Medical Center earns three Joint Commission Certifications

Capital Medical Center has earned The Joint Commission's Gold Seal of Approval® for Disease-Specific Certification for knee replacement, hip replacement and spine surgery. Capital is the first hospital in SW Washington to earn spine surgery certification. *See page 7.*

## SERVICE

*While the Quality Pillar is all about the kind of care we provide our patients, including how satisfied they are with how they were treated, the Service Pillar is about how we interact with our partners and stakeholders, including physicians, Boards and communities.*

### Hospital celebrates 105th year of service to community

Southwestern Medical Center celebrated its 105th birthday this fall. On October 17, 1907, the same year Oklahoma attained statehood, the hospital opened as Turner and Lewis Private Hospital and Training School for Nurses, a 12-bed facility. The oldest civilian hospital in Lawton, Oklahoma, today SWMC is a 199-bed, Joint Commission Accredited, full



service acute-care facility, with nationally recognized programs in cancer care, rehabilitation and sleep disorders. In addition, they provide a full range of inpatient and outpatient psychiatric services for all ages at the west campus, Southwestern Behavioral Health Center.

Dr. William Atkinson came to the hospital in 1960 and still reviews charts. During his early days at the hospital, he says, "We covered everything ... I would set fractures, but if it was a more extensive fracture, I would call the orthopedic surgeon," Atkinson said, adding that he always followed the patient's care.

One of the well-used services SWMC offers is the Behavioral Health Center, which is rare in cities the size of Lawton, said Dr. Carl Fougousse, psychiatrist and medical director of the Inpatient Adolescent Psychiatric Unit and Inpatient Adult/Geriatric Unit. "We serve a large portion of the state, drawing people from all over."

The center serves as a regional children, adolescent and adult psychiatric care center. Dr. Fougousse, who came out of retirement in Dallas two and a half years ago to work at the center, is impressed. "There is better mental health care in Lawton than in many major metropolitan centers. There is availability of beds for different ages."

SWMC and Lawton's future look bright and have come a long way since former Director of Nursing Joan Libro came to work at the hospital in 1956. Lawton was so rural at the time, that a farmer surprised city-born Libro when he came in with a chicken and eggs to pay his bill. "I won't forget that as long as I live," Libro said.

"It was the first hospital in this community and it was started by a group of passionate physicians," said CEO Steve Hyde.

"People said they wanted to have a good hospital," he said. "We want to give patients and their family members exceptional service and quality care at all times." That basic mission remains the same as it was when the hospital opened in 1907.

### Saint Mary's Rural Health Clinic celebrates the "Power of Rural"

Valley Health Services of Hector, a rural health clinic of Saint Mary's Regional Medical Center, recently celebrated the second annual National Rural Health Day by hosting a reception and screening.

"We are a true family practice," said Advanced Practice Nurse Candace Welcher. "For almost 20 years, we've been caring for many generations of family members, and we're honored that so many families continue to trust us with the care of their loved ones."

"Partnering with the Office of Rural Health and Primary Care is one more way Saint Mary's supports citizens in and around northern Pope County," Donnie Frederic, CEO of Saint Mary's Regional Medical Center, said. "It is our shared goal to deliver quality, community-based healthcare where people need it most."

Approximately one million Arkansans – or about 40 percent – live in rural areas. These communities often face unique healthcare concerns, including a lack of healthcare providers, accessibility and affordability. Annually, Valley Health Services of Hector serves more than 3,000 patients from across Pope and surrounding counties.

# CAPELLA'S HOSPITAL HIGHLIGHTS



## ALABAMA

### **JACKSONVILLE MEDICAL CENTER** Jacksonville **Hospital makes Top 25 again in "Best Places To Work"**

Several staff members posed for a photo with Quint Studer, founder of The Studer Group, when they attended the Awards Gala held during the "What's Right in Health Care" conference. The hospital was recognized as 24th on *Modern Healthcare's* prestigious "Best Places to Work" listing for 2012.

"We are truly honored by this award, as we work hard to provide a happy and safe work environment for our employees and physicians," said Jean Ann McMurrey, Chief Nursing Officer of Jacksonville Medical Center. "Our inclusion on this list, two years in a row, means we have engaged, satisfied employees, which leads to high quality care and happy patients."



## ARKANSAS

### **SAINT MARY'S REGIONAL MEDICAL CENTER** Russellville **Saint Mary's receives award for quality and safety**

SMRMC has again earned statewide recognition for its quality improvement efforts and commitment to quality patient care. The hospital received the Inpatient Quality Incentive (IQI) award presented by the Arkansas Department of Human Services, the Arkansas Foundation for Medical Care and the Arkansas Hospital Association.

Additionally, Saint Mary's was one of three hospitals in Arkansas to earn an "A" on the Hospital Safety Score by The Leapfrog Group, an independent national nonprofit run by employers and other large purchasers of health benefits. The scores assigned are based on preventable medical errors, injuries, accidents and infections.

### **NATIONAL PARK MEDICAL CENTER** Hot Springs **NPMC first hospital in Arkansas to use AirStrip mobile device app to monitor labor**

National Park Medical Center is the first hospital in Arkansas to use a new mobile device app that helps physicians monitor women in labor. AirStrip OB allows physicians to check maternal contraction patterns, dilation, and both mother and baby's heartbeat right from their smart phone or tablet. AirStrip's technology connects to the hospital's various bedside devices such as an EKG machine and fetal heart monitor and transmits the data to a smart phone or tablet.

"It is imperative for the physician to have real-time, accurate data to make important labor decisions for both mother and baby," said OB/GYN Dr. Brenda Powell. "This new app allows us to do just that."



Brenda Powell, MD

"AirStrip allows me to make crucial labor decisions without having to be in front of a computer or on-site. It gives me a closer connection to my patient. I think mothers will feel more secure, knowing that I can see exactly how her labor is going, real-time."

Dr. Powell says it will not replace the physician being with the patient in-person, but rather, it will allow earlier insight, quicker response and instant turnaround particularly in high-risk deliveries.

"The comfort, safety and security of our patients is of paramount concern at NPMC, and AirStrip OB offers an added layer of protection," said Dr. Renee McGraw, an AirStrip OB user and OB/GYN at NPMC. "No matter where I am, I can closely watch my patients in labor and be in a position to react immediately."

AirStrip OB is a completely secure app. It is approved by the FDA and meets HIPAA regulations.

## MISSOURI

### **MINERAL AREA REGIONAL MEDICAL CENTER** Farmington **Emergency Nurses Association honors MARMC physician and nurses**

Three MARMC employees and a physician were honored at the inaugural awards banquet of the Heartland Chapter of the Emergency Nurses Association, which includes hospitals throughout a six-county region.



Richard Winder, MD

MARMC's Physician Advisor Dr. Richard Winder was named the "Physician of the Year." This honor recognizes Dr. Winder's many years of service. Glen Turnbaugh, RN, was named "Rookie of the Year;" David Harwood, RN, was named "Emergency Nurse of the Year;" and Paula Thompson, RN, won the prestigious "Florence Nightingale Award for Leadership."

From left: Glen Turnbaugh, David Harwood and Paula Thompson





**OKLAHOMA**

**EASTAR HEALTH SYSTEM** Muskogee  
**Hospitals unite under new system name**

The merger of Muskogee’s two hospitals was celebrated in November with the unveiling of the health system’s new name: Eastar Health System. A couple of hundred people attended the event at which CEO Kevin Fowler talked about stars and their symbolism. “Stars have long been seen as sources of comfort for travelers and ships at sea – guiding lights. Our state seal also includes a star.” The new logo colors include green, chosen to reflect the area the health system serves – eastern Oklahoma, also known as “Green Country.” And the star in the state seal is outlined in reddish-brown, reflecting the color of the state rock – the rose rock.



Eastar’s main campus, formerly Muskogee Regional Medical Center, continues to house the ER, in-patient surgery, a comprehensive cancer center, rehabilitation, physical therapy and more. The east campus, formerly Muskogee Community Hospital, houses women’s imaging services, the sleep center, outpatient surgery, and occupational health services. “Moving forward, we’re going to position ourselves to bring new health services to Muskogee,” said Board Chair Kathy Hewitt.

**SOUTHWESTERN MEDICAL CENTER** Lawton  
**Hospital endows scholarship fund for local college**

Southwestern Medical Center has contributed \$10,000 to Cameron University to establish a permanent endowment to help support healthcare education in the Lawton community. SWMC has given more than \$82,000 over the course of 25 years through various scholarships and sponsorships to Cameron University. However, this establishment of a permanent endowment will create a source of continuous revenue for scholarships for many years to come.

**CEO elected to hospital association board**

Congratulations to CEO Steve Hyde, who has been elected to the board for the Oklahoma Hospital Association.

**OREGON**

**WILLAMETTE VALLEY MEDICAL CENTER** McMinnville  
**WVMC 5-star rated for several procedures / diagnoses**

Willamette Valley Medical Center has received several 5-star ratings from Healthgrades, the leading provider of information to help consumers make an informed decision about physicians and hospitals.

The top ratings for 2013 recognize outstanding surgery and intensive care services, specifically spine surgery, back and neck surgery, pulmonary services, treatment of pneumonia, treatment of sepsis (the body’s response to infections) and treatment of respiratory failure.

The findings are part of *American Hospital Quality Outcomes 2013: Healthgrades Report to the Nation*, which evaluates the performance of approximately 4,500 hospitals nationwide across nearly 30 of the most common conditions and procedures. Healthgrades bases its objective measures solely on clinical performance.

“This is a remarkable recognition,” says Dan Ordyna, chief executive officer of Willamette Valley Medical Center. “It reinforces our position as the leading provider of quality healthcare in our community. I am proud of the hard work of our doctors and staff that made this possible.”

Healthgrades also released new research conducted by Harris Interactive that underscores the importance of educating consumers on clinical outcomes. According to the research, 88% of adults agree they have the necessary information to make an informed decision about a physician or a hospital. But most Americans are not aware that there is data available on the chance of dying at a hospital (55% of those surveyed) or complication rates (58% of those surveyed).

For its 2013 hospital quality outcomes analysis, Healthgrades evaluated approximately 40 million Medicare hospitalization records for services performed from 2009 through 2011 at approximately 4,500 short-term, acute-care hospitals nationwide.

**TENNESSEE**

**DEKALB COMMUNITY HOSPITAL** Smithville  
**Gingie White retires after 33 years**

After 33 years of service as Director of Human Resources, Gingie White has retired to spend more time with her 10 grandchildren and travel in her new RV with her husband.



**GRANDVIEW MEDICAL CENTER** Jasper  
**GMC prepares for ACES conversion**

Grandview has been ramping up for their Advanced Clinical Electronic System (ACES) conversion, coming up in January. The project involves conversion of the hospital’s core clinical systems to Meditech 6.0.

**Screenings benefit many in the community**

Grandview provided annual school health screenings at all nine schools in Marion County. The hospital also co-sponsored the Sequatchie Valley Senior Expo during which they provided more than 200 free blood screenings, checking glucose and cholesterol levels, plus PSAs for the men.

**RIVER PARK HOSPITAL** McMinnville  
**Quietness campaign launched**

River Park Hospital is committed to providing a quiet environment for patients to rest and heal. That’s why the Nurse Practice Council launched a Quietness Campaign aimed at encouraging patients, visitors and staff to quiet down when they’re inside the facility, especially at night when patients are trying to sleep. To prepare for the campaign, children of River Park employees got to play dress-up as doctors and nurses. The Nurse Council is posting posters, flyers and table tents in patient rooms, visitor waiting areas and nursing stations to get the word out.





# HOSPITAL HIGHLIGHTS

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## FUEL Backpack Program

River Park Hospital employees wishing to play a hands-on role in helping the community were invited to participate in the FUEL Backpacks Program, providing bags of balanced, non-perishable food to underserved students throughout the community who may not have access to full meals during weekends. Each Friday, the bags are discreetly placed in the students' backpacks before they take them home. Several RPH employees get together monthly to purchase enough items to fill 200 FUEL bags (enough for two bags, per week-end, for 25 children).

"This project has steadily gained momentum at River Park and I'm so proud to be a part of it," says Project Coordinator Shanna Creighton.

## STONES RIVER HOSPITAL Woodbury Showcasing Senior Behavioral Health Services

Stones River Hospital joined its three sister hospitals in partnership with Saint Thomas Health, to co-sponsor the Eleventh Annual Caregiver Expo at Tennessee Technological University in Cookeville, TN. From right to left are: Judy Reed, HMC Senior Care Intake Coordinator; Ashley Wright, RPH Marketing Coordinator; Richard Keen, HMC Director of Physical Therapy, Karen Brown, Director of Marketing for HMC, DCH and SRH; Tinika Brewer, Administrative Assistant for Saint Thomas Health Regional Network Services; Robin Barnett, Workforce Development Coordinator for Saint Thomas Health Regional Network Services; and Shannon Thomas, Intake Coordinator of Riverside Center of SRH.



## HIGHLANDS MEDICAL CENTER Sparta HMC wins 2012 Border Battle with sister hospital

Sister hospitals Highlands Medical Center and River Park Hospital recently battled to see who could raise more money for their local high school and ended up raising a combined \$10,000 in the second annual Border Battle competition.

Staff at HMC won the competition, raising over \$6,200 for White County High School Athletics Department. The fundraiser has proven to be a rewarding team-building experience and an exciting way for employees to give back to their community.



**CAPELLA HEALTHCARE™**

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*To see this issue on-line, or learn more about Health Heroes and Bright Stars, visit the "For Employees" section.*

## WASHINGTON

### CAPITAL MEDICAL CENTER Olympia CMC earns Joint Commission certification for knee, hip and spine surgeries

Capital Medical Center has earned The Joint Commission's Gold Seal of Approval® for Disease-Specific Certification for knee replacement, hip replacement, and spine surgery by demonstrating compliance with The Joint Commission's national standards for health care quality and safety in disease-specific care. The certification award recognizes Capital Medical Center's dedication to continuous compliance with The Joint Commission's state-of-the-art standards. Capital is the first hospital in SW Washington to earn spine surgery certification.

The hospital underwent a rigorous two-day on-site review in November. A Joint Commission expert evaluated Capital Medical Center's Joint & Spine Center programs for knee replacement, hip replacement, and spine surgeries for compliance with standards of care specific to the needs of patients and families, including infection prevention and control, leadership and medication management.

"This Joint Commission certification is a result of a significant investment in and commitment to quality on a daily basis throughout Capital Medical Center," says Jim Geist, Capital Medical Center's CEO. "Achieving Joint Commission certification in knee replacement, hip replacement and spine surgery is a major step in establishing excellence and continually improving the care we provide."

## READERSHIP SURVEY

### Tell us what you think and you could receive a CASH PRIZE!

We want to know what you think about *Capella Connections*. And, you might even get paid for your thoughts! Let us know your opinion by participating in a brief readership survey no later than January 31, and you'll be entered into a drawing for a \$75 gift card!\* To complete the 11-question online survey, just go to: <https://www.surveymonkey.com/s/CapellaConnections2012>

*\*For complete rules, including eligibility for prize drawing, see survey.*

## BENEFITS BRIEF

### DISCOUNTS AVAILABLE FOR MOVIE TICKETS AND MORE



By Anthony Scott, Director of Benefits

Capella Healthcare is pleased to offer our employees access to Tickets At Work. This benefit provides discounted tickets to entertainment venues such as movie theaters, theme parks, shows, resorts, and more. For example, save up to 38% off on movie tickets at Regal Theaters and up to 25% off on movie tickets at Carmike Theaters.

To learn more, visit [www.mycapellabenefits.com](http://www.mycapellabenefits.com) or [www.mycapella.net](http://www.mycapella.net). The code word to use is: CAPELLA. If you have any questions at all, please do not hesitate to email me at [Anthony.Scott@CapellaHealthcare.com](mailto:Anthony.Scott@CapellaHealthcare.com)

