



TO: Ferry County Public Hospital District #1 Board of Commissioners

MEETING DATE: November 2017

FROM: Cherie Hanning, CNO

Subject: Board Report

People

To be the employer of choice. To develop and support a culturally diverse, competent, motivated and productive workforce. To recruit and retain highly competent staff to meet the District's patient and resident needs.

Current Clinical Staffing Needs:

- At this point in time, I'm happy to report that we will be fully staffed with RNs and CNAs beginning January 1, 2018.
 - Mike Martinoli, RN – Mike has been working for FCPHD since May 2017 as an agency nurse. He is actively involved in the community and is constantly looking at ways to improve the care and quality of our LTC residents.
 - Amy Haggart, RN – Amy started work for FCPHD on November 20. She joins us from Crow Agency in Montana with ~30 years of experience as an RN.
 - Sheri Gray, RN – Sheri will begin work as a part time nurse for FCPHD on November 25. Sheri currently works at the Colville Reservation Clinic. She is from California and has CAH experience. Sheri was referred to us by Dave Iverson, FCPHD Board Member.
 - Desiree Johnson, RN – Desiree currently works at the Newport Hospital, Newport, WA. Desiree has over 15 years' experience in LTC with experience as a CNA, LPN, and RN. Desiree will begin work for FCPHD in mid-December.
- FCPHD hosted a Halloween party for LTC Residents. Mike Martinoli, RN put the event together. The party was a large success and was written up in "The View" newspaper.

Quality

To lead the community that improves community health status and access to care. To provide quality healthcare that can be defined, measured and published. To enforce and invest in a pervasive culture of safety.

- Quality, Risk, and Compliance Updates
 - Antimicrobial Stewardship (AMS) – The hospital and clinic are working together to improve the use of antibiotics, reduce antibiotic resistance, and decrease costs.
 - FCPHD is now considering joining a 12 month safety program for Improving Antibiotic Use: National Program for Antibiotic Stewardship. The sponsor is the Agency for Healthcare Research and Quality (AHRQ) in partnership with Johns Hopkins University and the University of Chicago.
- New CMS driven QI project - We are now in the process of developing the FCPHD Patient/Person and Family Engagement measures. We are now creating our own Patient Family Advisory Council. Please see: <https://www.youtube.com/watch?v=uv03rM6oLOY>
- Safe Patient Handling – Rehab Therapy (Amanda Chilvers) will be orienting all pertinent

FCPHD employees for Safe Patient Handling and proper equipment use.

- Dr. Kerr visited on November 9th. The quarterly provider peer review meeting was well received by FCPHD Providers.
- Patient Safety Culture Survey – evaluating the survey to administer across the district.
- Please see: <https://www.ahrq.gov/sites/default/files/wysiwyg/professionals/quality-patient-safety/patientsafetyculture/hospital/resources/hospscanform.pdf>
- Began providing Flu Shots on 10/16/2017. About 90% of employees have been vaccinated.

Service

To provide an environment in which patients, families, providers and employees are highly satisfied. To provide an experience for patients that exceeds expectations in all areas of the District. To identify areas for improvement.

- Continued patient rounding: Patients are pleased with the patient care they receive at FCPHD. All comments continue to be positive.
- Nursing Staff are now completing post discharge follow-up phone calls. The goal is to follow-up with patients within 48-72 hours of discharge. Questions being asked to our patients are:
 - How they are doing since discharge?
 - If they are taking medications correctly?
 - If they have all follow up appointments scheduled. If not, we schedule them.
 - Surveying patients to see how their care was and where FCPHD can improve.
- Scheduled Training:
 - BLS, ACLS, and PALS training completed - 6 RNs participated.
 - TNCC (Trauma Nursing Core Course) training has been scheduled for December 5-6.
 - 4 FCPHD RNs will participate.
 - 2 nurses attended End of Life/Palliative Care conference at Sacred Heart in early November. They will share what they learned with other clinicians during the December Staff Meeting.

Financial

To be financially viable, to support advancing the mission and vision. To be operationally efficient. To offer value to payer and consumers.

- Open FCPHD Nursing/CNA positions will be fully staffed January 1, 2018. With this, we will be ending contracted Agency Staffing for the foreseeable future. Our last agency contract will end January 31, 2018. This will be a tremendous help to our finances and budget for 2018.
- My focus will now shift toward building an RN and CNA PRN pool. The PRN pool will serve 2 goals:
 - Allow FCPHD to have a pool to hire from for future needs.
 - Help to limit/eliminate overtime costs.

Growth

To be the healthcare provider choice for our community. To identify service growth areas. To market service programs to community and constituents.

- Increased growth opportunities of our Swing Bed program through marketing.
 - The goal is to return community members to FCPHD for SWB use. As a SWB

patient, services are geared towards skilled needs such as Physical Therapy/Rehab after surgery, IV antibiotics, and wound care.

- We provide a weekly interdisciplinary (in the patient's room) meeting with our Skilled Swing Patients that include: Provider, Nursing, Rehab, Dietary, etc. These meetings with the patient and family members have been well received and we are providing a much more patient focused hospital stay along with a safer discharge plan.
 - Update on SANE Training
 - SANE Training was canceled in Omak due to low registration. The training will be scheduled again in Spring 2018.
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