



# The KEI

(Keeping Everyone Informed)

FEBRUARY 2019

## ***PCH Named to the Top 100 CAHs in 2019!!***

**KUDOS & THANK YOU** - To our entire PCH family and team for your day in and day out work and dedication in truly making a difference in our patients' lives and being a leader in healthcare. We are proud, honored and humbled to be recognized (also recognized in 2015 and 2017 to the Top 100 and to the Top 20 in 2015) as on the Top 100 CAHs in the US for 2019 by the Chartis Group and IVantage.

**You all are good/great people and professionals – Keep up the great work and working TOGETHER!**

### **PEOPLE**

- Dr. Medina is still out, but is doing some paperwork/oversight from home and we will continue to assess
- Theresa, Elke and Danyeil are covering ER/clinic while Dr. Medina is recovering
- We will be having Locum Practitioner – Paul Bradbury, PA here covering for us the weekend of 3/1/19
- Elke Houser and Danyeil Thomas – continue to get settled and on boarded - they both are doing great
- We have new people join our PCH team/family please introduce yourself, make them feel comfortable and a part of PCH
- Nursing students from Aaniiih Nakoda and MSU-Northern are coming to PCH
- We are working on “growing our own” by doing some apprenticeships in CNAs, CMAs, Behavioral health

### **PCH continues to work on US, our culture and leadership:**

**Open/honest communication, sense of team, supervisors holding folks accountable/responsible, praise, recognition, trust**

- 5 of our folks are currently taking Management/Leadership training through MHN via telemed along with Riley with EMS.
- No exit interviews to report on at this time

### **QUALITY CARE/SERVICES & SAFETY**

- PCH/Ward is taking the lead in developing a MT State wide change/program in how MHA and it and we look at and do Quality
- Jo and Jasmine continue to be the leads on behavioral health in the clinic and with OUD/SUD grant work and care/services as we continue to look to see how PCH can/should get our arms around this more and do things new or differently
- Believe we have things together to start doing some limited family planning and offering IUD implants as appropriate
- We continue identify needed education/training in all areas so that people have the knowledge and information to do their jobs well
- If/when we purchase some new equipment and do some training we are looking at potential addition of Cardiac Rehab to PT
- Laura taught all PCH folks – de-escalation practices and processes and how to remain safe
- Had a company tour our building for potential addition of safety/security cameras and also talked door lock options
- Part of Statewide conversations related to EMS and their challenges and potential solutions

### **CHANGES/PLANNING**

- Our employee pay stubs will now be accessible by everyone on-line by setting up their own account.
- Work/partnering with the school to be a part of Career day the first part of April for high schoolers
- Equipment (we are exploring and/or considering) – EKG, tub, lab machines, employee/board chairs, IV pumps, treadmill
- Looking to bring CALS (comprehensive advanced life support) education/training to PCH and our region
- Continue to work with the Transit and other community entities in putting a new building out on our east lot vacant lot
- Have initiated conversations with Duane on combined PCH/HLRC Board meeting
- Sent letter to Dr. Safely in Havre to come over to provide education to Med Staff as well as asked if they would consider services

### **DEPARTMENTS**

- **Building/Facilities** – options for our AC that goes into BO server room, motor for our boiler, new energy efficient lighting
- **X-Ray** – Northern Montana Hospital has verbally committed to providing us a used US as well as a Tech several days – no word yet
- **Chronic Care Mngt.** – continue to identify those patients and get them enrolled and followed along with doing data management.

### **FINANCIAL**

- Cash has rebounded and Elke and Danyeil insurance credentialing is going well with Big Sky Credentialing
- Extra and larger expenses we are recovering from – have been Practitioner locums and Practitioner recruitment costs

### **CHALLENGES**

- YTD being at a loss, yet cash flow has improved since we got Mcare revalidation complete and claims are processing
- With Dr. Medina recovering and looking to come back we have had initial conversations about different ER/clinic models
- Continuing to watch for needs identified in the community and how/if PCH can address them
- Continuing to wrap our arms/head around all of the work and potential projects out there for Behavioral health and direct services
- Ongoing and continued work and attention to culture, our people and creating accountability to ownership
- ? what will the National and/or State Legislative folks bring forward – transparency, surprise billing, 340B, EHR interoperability
- Watching and monitoring healthcare future trends and what/how any of those may impact us here at PCH.