



# The KEI

"Keeping Everyone Informed"

MAY 2019

How you look at things matters. See how your perspective can change the weather. (Or at least how you feel about it)

- KUDOS -**
- Congratulations to Kaycee McNally for being recognized as the PCH Employee of the Quarter
  - Congratulations to Season Slade for completing her Medical Records Coding Certification
  - Leadership/Management training participants – Season, Laura, Shannan, Anneva and Riley from EMS
  - Way to go to our family members who are getting out there – running, exercising and other crazy things.. 😊
  - Thanks everyone for doing and going through the whole inventory year end process

**PEOPLE -** we are excited to have Jessica back in to the clinic, we are NOT planning right now for Susan and/or a new BO Manager, we are looking at some new grad nursing folks to join our family/team

### Continually working on us and our culture:

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

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

- Outpatient US services are up and running one day a week with our partnership with Northern Montana Hospital (machine/people)
- The Business Office and Lab have put a new document and/or wording in our Admit packets about potential "surprise billing"
- A rental/loaner Mammography bus is back up and going and PCH and other Hi-Line organizations are going to send funds of support
- We held a community transport meeting to look at options for , mental/behavioral, non- emergent/urgent patients to next level 5/16
- We sent 3 family/team members to Healthland User meetings and will be excited to see what they bring back to us to change/improv

### **CHANGES/PLANNING**

- With staff changes in the clinic they continue to work on work flows, practices and processes as well as their team/culture
- Equipment (exploring and/or considering) – EKG, chairs, veridesks, coag machine, digital Xray, hospital beds
- CALS (comprehensive advanced life support) education/training will be here at PCH/Malta – June 10<sup>th</sup> – 12<sup>th</sup>
- To help with work related to mental/behavioral health we will continue to be on the lookout for resource – LCSW/LCPC
- BO has moved their desks around, copier as well as our internal mail boxes and we hope to someday add a second reg. window
- Thanks to our Department Heads/Supervisors for utilizing our new tool/process for Evals and Performance based incentive and those wage increases will be initiated

### **DEPARTMENTS**

- **Building/Facilities** – fixing a fan by Med Records, helped move mailboxes in BO, motion light switches in some areas
- **RHC** – with the resignation of Jasmine we will be looking at staffing needs as well as duties and continued team/culture work
- **Lab/X-Ray.** – looking at potential of mobile MRI, new Coag machines as well as progression to 3D and DR radiography
- **PT** – Northern Montana Hospital continues to be very excited about care/services Maria and Beca can provide and so looking at it

### **GROUPS/ORGANIZATIONS**

- **LEPC** – looking to plan table tops to help our community form an ICS in the event of an emergency/disaster
- **NMHA** – have applied for aTelemed and facility IT infrastructure upgrade, continued work on BHI and OUD/SUD care/services

### **FINANCIAL**

- Already starting/planning for the Auditors for FY end of 4/30, we did have a Medicare receivable on an interim cost report
- PCH Budget was approved at the Board meeting last month which included wage increases

### **CHALLENGES**

- Ongoing and continued work and attention to culture, our people and creating accountability to ownership and having a + culture.
- ? National and/or State Legislative folks bring forward – transparency, surprise billing,340B, EHR interoperability, VBP, Medicare
- Watching and monitoring healthcare future trends and what/how any of those may impact us here at PCH.

**MISSION:** *To Make a Difference in Health Care*

**VISION:** *To Be a Leader in Health Care*