

*Happenings Here at....*

# **MEMORIAL HOSPITAL OF TEXAS COUNTY**



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What to look for:

- \* From the Desk of our CEO
- \* Quality Update
- \* The Latest News Here at MHTC
- \* Joining the MHTC Crew



## **From the Desk of our CEO**

Well, it has been quite some time since our last newsletter and I am sure a number of you are wondering what is going on at the Hospital since we last talked.

Last fall I said that many of you are probably wondering about the state of Health Care. It looks as if that discussion is still on the table.

While we wait on the national scene let me spend a few paragraphs discussing what is going on here at our own health care environment. There has been a good deal of reporting in the newspaper along with letters to the editor from a local physician. You will recall in November the Hospital made a valiant effort to try and stop Dr. Williams from placing a competing CT scanner across the street in St. Anne's clinic parking lot. Our efforts did not get wholly supported by the City Council and the scanner remains operational. What this means to our facility is that the investing physicians may drive the well insured patient to their scanner, even though it is of lesser technology, and send the under-insured or uninsured to our hospital for testing. Taking care of the under-insured and uninsured

is part of our mission as a not-for-profit hospital so we welcome those patients. However, much of the loss we incur is made up by the insured population. Without the well insured population it becomes more of a challenge for rural hospitals like MHTC to provide quality services that the community is used to.

The good news is we have a plan that is already in motion to bring in additional revenue from specific lines of service we are missing or have lost. One of these is orthopedic surgery. With the loss of Dr. Gilles to the community we initiated and secured an orthopedic surgeon, Dr. John Kim, who should arrive sometime in March. The hospital's budget planned on orthopedics until March but we have seen virtually no orthopedics since last July. Additionally, we have recruited another OB/GYN to help cover our ER and to boost our gynecology business. Dr. Azizeh Asgari will be here in January of 2010. She has been a successful physician in California and is excited to join our health care team. The Hospital also recruited a new radiologist, Dr. Michael Green. Dr. Green began December 7, 2009 and is a welcome addition to our hospital. Finally, we have also recruited another general surgeon who we hope will begin in January of 2010 as well. Dr. Mohammad Masri comes to us from Miami, Florida and will be an excellent compliment to our current surgeon Dr. Hianto Te. Dr. Masri specializes in cancer surgery as well as colorectal and head and neck surgery.

Many of you may wonder where we will locate these new physicians. Well, Dr. Asgari, the OB/GYN, will be located at the Medical Plaza near United on Roosevelt St. The two other surgeons will office in the building the hospital purchased across the street from the ER. We are hoping to begin renovation on that structure soon. Many employees wonder if we will cut staff and services. Our efforts to increase revenues should minimize our need to cut costs in order to maintain a viable facility. There are no plans in place right now to decrease staff or services at MHTC. In addition we have good support from our local medical staff that we appreciate and depend on. I recognize that our census has been low and our outpatient volume not what it needs to be. I ask all of you to be patient and hang in there for us because we should see activity pick up after the first of the New Year. We have some challenges ahead but are confident, with the support of our doctors, that we will manage through this year.





## Recruitment News Joining the MHTC Crew

Now that you have the lay of the land on medical staff recruiting I thought we should update you on who is new to our team over the past six months at good ol' MHTC. Who best to tell us that than our own Human Resource guru Michael Harrison.

### NEW EMPLOYEES

**Jessica Sexton** - Med/Surg NA  
**Carla Miller** - H.I.M. Coder  
**Kristie Mills** - Home Health/Hospice Social Worker  
**Andrea Upshaw** - H.I.M. R.O.I Clerk  
**Kay Mills** - Laboratory Med Tech  
**Shayla Koehn** - Med/Surg Tech II  
**Britney Willour** - RPTA  
**Kirstein Montoya** - Med/Surg Tech I  
**Micky Clark** - Radiology Tech  
**Kenda Davis** - Texhoma Clinic Medical Assistant  
**Lexi Honey** - OR Surgical Tech

**Andre Hernaez** - Medical Technologists Laboratory  
**Susana Martinez** - Business Office ER Clerk  
**Lilliana Ponce** - High Plains Internal Medicine Receptionist  
**Adrienne Kirkland** - Med/Surg Tech II  
**Judith Austin** - Business Office ER Clerk  
**Diane Bowers** - H.I.M. Clerk  
**Nelson Aldana** - Laboratory Medical Technologist  
**Nathan Hall** - Radiology Director  
**Marilyn Ramirez** - Dietary Aide  
**Christy Stallings** - Cash Posting-Business Office  
**Sonia Anderson** - Med/Surg RN

## Quality Improvement News

Christine Kirk, MHTC's own Quality Improvement Coordinator and Patient Safety Officer was recently awarded the Spirit Award by the Oklahoma Hospital Association at the 90<sup>th</sup> Annual OHA Convention. We are very proud of Christine and her positive spirit and influence on us all. Congratulations Christine!!

Another bit of great news is that MHTC has again received two quality Improvement Awards from VHA.

The first Improvement Award is for overall improvement in the core measure for acute myocardial infarction.



Hats off to the med surg staff and our great doctors who have made this possible.

The second clinical Improvement Award goes to the ER. They have demonstrated sustained improvement in decreasing average length of stay in the ER and are below the benchmarks for "left without being seen"! Emergency departments take a good deal of heat from the community in every hospital and I am proud of our ER and the excellent work they do.

What Defines MHTC Culture:

Exceptional Patient Care to each and every person who enters MHTC doors. Always Ten, MHTC Service with a Smile!! We do have a friendly competition going with our Patient Care Champion teams. Each of us is assigned to a color to coordinate with our Patient Care Champions. Our focus is our patients and giving and catching our fellow employees

giving Exceptional Patient Care.

We thank our Patient Care Champions:

**Veronica Martinez-**

Dietary-Blue Team

**Julie Hicks-Med/Surg-Blue Team**

**Kim Ray-Business Office-Green Team**

**Judy Webb-Respiratory-Green Team**

**Annette Guinn-Housekeeping-Yellow Team**

**Jun Chiu-Radiology-Yellow Team**

**Nan Sancho-Lab-Red Team**

**Shayla Koehn-Med/Surg-Red Team**

**Brenda Calsing-OB-Orange Team**

**Juliana Maldonado-Med/Surg-Orange Team**

Our patients are recognizing the Exceptional Patient Care they are receiving and it has shown with the patient comments and our latest HCAHPS scores.

For our Inpatient HCAHPS scores we received 100% on 8 of the 18 questions asked.

9 of the remaining questions show Improvement in the scores. Wow, great job to all the staff and this does show our patients realize the Exceptional care that is being provided by each of you.

MHTC has received a Thank-you for the work given in the **ER department**. Family note states *“On Nov. 30<sup>th</sup>: Nurses on staff were excellent. Kristie Mills*

*was very informative to my family during this frightening experience. I am very grateful to Dr. Shenoy and the nurses on duty for the professional care I received.”*

A phone call was received on Dec. 11<sup>th</sup>. Patient states: *“Radiology department is awesome. Each one of them took great care of me. I appreciate their help very much. I just cannot say enough positive things about the Radiology department.”*

Comments from the **OB department** for the month of November and December. Patients state *“all staff has been very helpful and just as nice as possible.” “Everyone was great, and made me feel very comfortable” “I received the best care I have ever had at a hospital” “I have been given assistance at the moment I asked for it and at times before I even asked.”*

**Med-Surg patients have reported,** *“I have been kept so informed of my care, what is happening next, I appreciate all the staff and their great communication with me about my care” “The nurses have made sure I knew exactly what medication I was taking and have visited with me about any of the possible side effects” “Everyone has been so friendly and nice. This has been a perfect hospital stay”*

Even though our patients deserve this care each and every day, it is very rewarding to hear the patients voice such nice compliments for each one of you!! Keep up the Always Ten, Exceptional Patient Care-with a SMILE!!



## **Policies and Procedures**

The newest policy to be approved by the Medical Staff and Board of Control has to do with verbal orders. This policy is available for all of you to read in the Administrative Policy and Procedure Manual in your department. The major change is that now licensed and credentialed professional staff such as Pharmacists, registered radiology techs, medical laboratory technologists, CRTTs and RRTs as well as LPNs and RNs can take verbal orders from physicians and write these in the medical record to

be countersigned later by the doctor. This change will improve the efficiency of our health care model and patient care. Please be sure to read this policy to be absolutely certain if you are someone who can take verbal orders.

## Future Newsletters

A few employees have asked about a regular newsletter and have even volunteered to help put it together. I think that is great and need to know what you think. Please send your ideas and comments to Bobbie Cooper in H.I.M.. Bobbie is very interested in helping us provide a consistent Newsletter so she will appreciate your feedback.

**This is the Christmas Season and we all need to be thankful for the blessings we have received in life. Be kind to people. Give to the less fortunate and most of all be content with things you cannot change. Please pray for our troops wherever they are. May God bless everyone and their families.**

*Merry Christmas*

## WORDS OF WISDOM

“Gratitude is not only the greatest of all virtues, but the parent of all others.”

*Cicero*

