

ERH

July 2014
Issue 6



Connections

Quality Healthcare Close to Home



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ERH Acquires New 64 Slice CT Scanner



In June, ERH installed its new 64 slice CT scanner. For a hospital this size, having a 64 slice CT means ERH is committed to quality healthcare close to home. This new CT scanner benefits patients in 3 primary ways:

Higher resolution images for a more accurate diagnosis

Reduced radiation dosage

Designed for a comfortable patient experience

We are proud of our commitment to our community in Southwest Wyoming, by bringing quality healthcare to you and your loved ones.

CEO Message

I would like to commend each and every employee for the achievements we have had in the first six months of this year. We routinely monitor dozens of goals, benchmarks and standards, but here I will mention just three.

1. Toward the end of 2013 our patient satisfaction (HCAHPS) scores tanked, but since then they have soared. Lots of people have a hand in this, but especially our front-line nurses and nurse leaders are to be commended for their focus on improving patient satisfaction. They have done a great job, giving us some of the highest scores in CHS.

2. Our core measures scores (measures of clinical quality) continue to be excellent. We routinely score of 97% or higher, which rivals the best hospitals in the country.

3. Throughout the industry hospitals are hurting financially. But ERH is, so far, having a pretty good year. We are well ahead of budget. I commend every employee, every department, and every Director for their role in helping us manage our resources in a responsible manner. This is some of the hardest work we do, because it often affects people livelihoods. But our employees and managers have done a great job of coming to terms with the realities of our current environment and adapting as is necessary.

One more thing. We recently engaged an independent consultant to compare our prices to 10 other area hospitals' prices, mostly in Utah. Based on that study we were able to reduce many charges to be more competitive.

Our reason for existing is to provide quality healthcare close to home. And by just about any measure one can pick, we are doing so. My sincere thanks to each and every employee, to our medical staff, to our volunteers and to a very supportive community.

**George Winn,
CEO**



L&D Renovation - New Furniture



Bridger Valley Health Fair 4/26/14



George Winn and
Marlowe Goble,
MD



Janet Hadden, Clinic Manager



Preparedness Fair 4/26/14



(LtoR) Trinity Love, Tammy Bach, and Danielle Love man the ERH booth at the 2nd Annual Emergency Fair at the Roundhouse. Our booth focused on the dangers of “texting and driving” and overall emergency preparedness.

Hospital Appreciation Week, May 12-16







Hospital Appreciation Week, Green Day



SC Vascular Screening, May 6



Steve Talbot, a Research Associate in the Vascular Surgery Development Department from the University of Utah, attended our May Senior Circle Pot Luck and gave a brief, informative presentation on our vascular health. Later, he actually did vascular screenings on the carotid arteries of everyone present. was such a good learning experience!

Connections: Chamber of Commerce, 5/29



The Evanston Chamber of Commerce Board came to visit the hospital and listen to a presentation. It is important that community leaders learn what is happening at their local hospital.

Public Health's Community Baby Shower, 6/13



SC - Alaskan Cruise, June 8-18



Code Silver, Active Shooter Drill, 6/23





ERH regularly prepares for disasters of all types. An active shooter has been identified as potential threat, so ERH ran its first active shooter drill. There will be more drills in the future. It is important that every employee knows what to do in an event such as this - a person enters the hospital with the intent to shoot someone.

HW's BV Plant Potting Event w/ Dr. Pullins, 6/25



ERH's Fun Run & Walk, 7/4/14



Life Flight BBQ, 7/9



Every year, Life Flight hosts a wonderful barbecue for ERH employees, Firefighters, EMTs.



An employee played a joke on Michele Thompson by leaving her some sleeping aids after she accidentally overslept one morning.

Patient Testimonial, 5/16/14 (UCH)

letters

ERH doctors, nurses saved my life

Editor:

I want to take this opportunity to write a letter to all the staff of Evanston Regional Hospital that took care of me from May 4-7.

We go through our everyday routines, not once thinking that one event could change everything. I went to bed on Sunday, May 4, as I do any other night. However, this was not any other night.

I woke up with excruciating pain in my abdomen. When it didn't subside, I woke my husband and he made the decision to take me to the emergency room.

By the time we arrived, I could barely walk or talk. We were quickly given a room and tests began. Nurse Peggy did

everything she could to console me, including wiping my tears and stroking my hair. Dr. Bishop ordered pain medicine, a CT scan and blood work.

It was determined that I had a perforated ulcer and Dr. Barton was called. At this point, my memory is vague due to the medicine and pain. I was later told that they would not be able to LifeFlight me to Utah, as I was septic and would probably not make it. Emergency surgery was performed.

I owe my life to the quick response of the doctors and nurses of Evanston Regional Hospital, including Dr. Barton with Uinta General Surgery. They treated me with excellent care and were involved and were very concerned about

my health all through my stay.

I want to give my personal and sincere thanks to nurse Peggy, Dr. Bishop, Dr. Barton, nurse Brock, nurse Emily and nurse Mande. I also want to thank all those who worked behind the scenes from the front desk reception to the ladies who delivered my meals and cleaned my room. I am so grateful for such an amazing hospital and staff.

It's not often we hear the good about the hospital here in Evanston; often we only hear about the bad. All the outstanding people who took care of me deserve to be recognized for the amazing job they do.

*Kristina Ruiz
Evanston*

Patient Satisfaction Verbatim Comments, 2014 Q1

Verbatim Comments



Div 4-Evanston, WY-Evanston

Patient Insights - Inpatient

Jan - Mar 14

Please tell us about any good experiences which occurred during your hospital stay or about someone who excelled in providing your care.

Actually the nursing staff was incredible. I had three nurses, two girls on day shift, Melissa and Rachel, and they were excellent. And then I had a male nurse in the evening, Aaron. And if I pushed the button they were there immediately. Also, when I was brought in. I actually had surgery at a surgical center, had complications, and then I was brought into Evanston Regional Hospital. And when I got there the risk manager came in and she was very helpful with the staff in getting me situated, and comfortable, and gave me pain medication right away. And I just really appreciated how attentive they were to the situation.

All right, I believe it was my RN through the day. I believe her name was Cat. I believe it was Cat. She did very, very well. She was always there to take care of me. I knew she was concerned about a lot of different things when it came to check out and she was not comfortable with what the doctor was going to be doing as he discharged me. And she always was there to talk to me about things, and definitely helped with communicating with the doctor and trying to communicate my concerns since the doctor would not listen. I felt like she was always there to help and she had my best interests in mind as she was helping take care of me. And not only that, but after at the emergency room when I had a question I was able to contact her immediately. And she was very good to work with and came to help with the issue and made me feel comfortable about everything.

Beth was my nurse in labor and delivery and she was excellent, very, very good. And Dr. Hanson, of course, he was very good as well. I know it was really busy for them but they were very attentive even though they were very busy. And when I went to the post partum area I had several different nurses but they all were very good at giving me care. Cathy Frain was very good, Kim Kennedy, Robin was excellent. She had other patients but she answered my call light. She wasn't my actual nurse but she took time out to answer my call light. Kelly Weston was very good, too. Stephanie Erin, she did all my discharge instruction and education, and did really good. I was impressed. And I hope I'm not forgetting anyone but everyone was really great that took care of me. Oh and Hailey, Hailey Madison was really great as well.

Dr. Pullam was wonderful, just went out of his way to check on me several times a day to find out how I was doing, and I loved the surgical staff. They came to my room each day and wanted to know how I was doing and feeling after my surgery. I just really, really thought the surgical staff was wonderful.

Everyone at Evanston Regional Hospital gave us excellent care the whole time we were there, and Hailey was with me the entire day during labor, and she was fantastic, and I believe it was Robin that was with us during our first night in the hospital, and she was great, as well, and everyone else did excellent.

I think all the nurses excelled in my care. One in particular and she's been a friend a long time. But right at the moment her name escapes me.

I thought it was the best experience I've ever had in a hospital. The best care I've ever had from everybody. Especially the day nurses that took care of me. They were the best.

I was especially impressed with the way that the nurses took care of me from the minute I walked in and had my baby, and Megan was there the full time of my stay and I appreciated her help. She took great care of me and the other nurses that were there during the night took care of me and my baby very well, and I appreciated their help and their concern. They were always right there when I needed them.

I was very happy with the anesthesiologist. He made me feel very comfortable and at ease. He made my C-section much easier.

I was very impressed with the nursing staff on day shift. They were really on the ball and real experienced it seemed to me like. The doctors was also very good. There's not a whole lot else to say. The emergency room was as quick as they could be depending on how busy they were.

I was very satisfied with Dr. Mcfarlane. She explained what was going on with me and provided me an absolutely top level standard of care. I was very satisfied with the nursing staff. They were very conscientious and very compassionate.

I was very satisfied with the first nurse that I had because she took really good care of me while I was in there. Anytime I needed any questions or concerns she'd have answers for me immediately, but all of the nurses did a really good job.

Div 4-Evanston, WY-Evanston

Patient Insights - Inpatient

Jan - Mar 14

I went into the emergency room on that particular day. I was treated very fair. The nursing staff was awesome. The doctors were awesome. They got right to me within seconds. I did stay overnight, and with that stay, my nurses were absolutely awesome. Everybody was checking on me hour after hour, asking me if I needed anything or wanted anything. So, my overall experience was very good.

I, on the card that they give me when I discharged, I put four people, four nurse's names down. Well, they were LPN, RN and, but I can't remember their names. But they gave me excellent service. I had such very good care taken by those, by them.

It was the ER doctor. She came in and explained a lot to me and was (garbled). And she was compassionate of what we were going through and what I was going through. But still being stern enough to tell me what I needed to do and to get things straight.

My nurse, Kim, was very understanding and did everything she could to help me.

No Comment.(29)

No transcribed comment.(9)

Norma, who was a CNA was extremely kind and helpful. She was very diligent in stopping by every hour. And even if she was just walking by the door, even across the hallway, she would look and make eye contact. And she just kept very good tabs and figured out what I needed before I knew I needed it and got it for me. I thought she went above and beyond. She was very good and I appreciated her work.

Nurse, my full nurse every day I was there was a gentleman by the name of Eddie, couldn't have been more excellent. Had a therapist, I can't think of what his name was, anyway, therapist provided excellent, excellent therapy for all the time I was there. Nurse, her name was Kathy Frame, I believe. Very attentive, very competent. They were all very competent. And also the lady that brought me the soup, don't know what her name was. Very kind, very helpful and that would it. Oh, the lady that cleaned was exceptionally good. Her name was Joyce something.

Okay there was one nurse that did an excellent job. She was very friendly, and really knew what she was doing, and talking about.

Okay, I really had very excellent care. The nurses were wonderful, the kitchen staff was wonderful. I just would recommend it to anybody. And that's all I can do is just give them an A+ there.

The beds that I had while I was over there were excellent. They were very comfortable and I appreciated that. Your beds are the best hospital beds I've ever slept in.

The night nurse and the man that did my epidural. They were both very pleasant and very well to work with.

The nurses and staff that were on call that day, Kim, Beth, and the other nurses in the nursery, Megan, and I can't remember the other three. Megan was another nurse and they all provided excellent care. The other staff in the hospital were very friendly and it made our stay worthwhile.

The person who did my epidural, she was really good, made me feel comfortable, and stayed there almost the whole time, and explained everything in detail what was going to happen. Even through my surgery made me feel really comfortable and not so afraid to get all that done.

Well, the only, the only, there was one exceptional nurse that was very good. The only bad experience I did have was in, was the day of discharge when they found out I wasn't gonna go to Rocky Mountain Care. One of the caretakers was very rude, very [phone cut out] to be discharged from the hospital until I seen my doctor. They finally left me alone and just left me alone. They were very rude as far as discharging me since I wasn't gonna go to Rocky Mountain Care. They wanted me gone like within, like in within the next couple of hours, which I didn't have a ride and I had preferred to talk to my doctor before I left.

Well, the three nurses that were in the delivery room. They were very, very nice. Well, everybody there to be honest with you. I have no bad comments towards no one. Like every nurse, the doctors, and everyone were great.

Yes, I had a staff person, his name was Brock, and he would come in occasionally and just visit with me about anything. And he was just a really nice, caring gentleman.

Yes, there was a young nurse. I don't know what the name was, but they was humming and helping with the baby very often, they were very good with the baby and did a good job. There was only one circumstance at the end I was a little concerned about but they did well. And I can't remember exactly what it was. I think it was something they said and I had taken it wrong. Anyway, I just felt that they needed to be, I had asked for help right before I discharged and they had I asked me when, what I was going to do when I went home. And I was a little defensive because I was like, Well I need the help in here. So that was the only problem I had. And the other problem was that we got put, when we got moved our rooms, a family member that came to pick me up was concerned that I was on a sick hall with a brand new baby. And that I had let the nurse touch her hands that was walking past and didn't know that she had come from a sick hall. So that was my experience.

ERH's Patient Portals

Our patient portals - the clinic and the hospital, which both are now live and functioning. These portals help us in many ways, particularly with patient care and it is important that you understand what the portals are and what to tell patients that ask you about them.

Attached are documents with more information about each patient portal, one for the clinic patient portal and one for the hospital patient portal.

The **clinic patient portal** went live on Thursday, January 16, 2014.

To access the clinic patient portal, go to: UintaMedicalGroup.com and click on the "Patient Portal" link to the right.

For Patients: They are to receive their PIN when they come into the clinic for a visit. The receptionist will give them their PIN and directions on how to access the portal.

The **hospital patient portal** went live on Tuesday, March 4, 2014.

To access the hospital patient portal, go to: EvanstonRegionalHospital.com and click on the "My Home Health Patient Portal" link at the top of the page.

For Patients: If they have an email address, they give their email address at registration (or some time while they are in the hospital) and then they'll receive an email that guides them in their portal set up.

General Information

The patient portals are implemented as part of a strategic decision to improve quality of care and facilitate coordination of care across the growing number of clinical sites and across affiliated entities in our market. You, our employees and our providers, have the greatest ability to influence patient enrollment and use of our patient portals.

The patient portals are designed to advance the outcome of patient care by giving patients the opportunity to take more control over their healthcare management—thus increasing patient loyalty and satisfaction. The portals give patients the ability to:

Clinic Patient Portal

- Improved patient compliance
- Better clinical outcomes
- Greater patient satisfaction
- Increased patient trust and loyalty with provider and practice
- An outreach vehicle for prompting recommended visits and education

Hospital Patient Portal

- Access their healthcare information online
- Collaborate with their healthcare providers
- Viewing test results and other records related to an inpatient stay
- Access hospital discharge instructions for better after-discharge care
- Manage family members' health records once you are authorized



ERH Hero - June



Jenn Sigurdson

Congratulations!