FMC Pay For Performance Results

Cancer Survivorship Care Planning

Too many cancer survivors are lost in transition once they finish treatment. They move from an orderly system of care to a “non-system” in which there are few guidelines to assist them in the next stages of their life. This is a national issue as the number of cancer survivors rapidly increases each year. It’s estimated that a million new cases of cancer are diagnosed each year. FMC, with the direct input and guidance of many stakeholders, physicians and cancer survivors, conducted a value stream workout event and have a game plan for piloting a breast cancer care planning process over the next few months, with the intention that a care plan will be in place by Aug. 1.

Pictured right is a portion of the team led by Teresa Ryan, Ivy O’Neal, Shelly Romine and Bob Pisano.

New Technology at FMC

FMC now has new technology available to provide Interpreter Services via iPads to our patients who are hearing impaired, Limited English Proficient (LEP) or non-English speaking. The new technology allows for faster, easier 24/7 access to an interpreter in a more cost effective way with more available languages. To enhance our patient’s experience and to ensure our patients’ right to adequate communication, the iPads are now readily available in the Surgery Department, Emergency Department, Nursing Office and River View Surgery Center. The devices also replace TTY/TTD for hearing impaired patients who wish to make telephone calls. Please note that to remain in compliance with CMS and Americans with Disabilities Act, these services are readily provided to all patients with hearing or language challenges at no cost to them. If you have questions or would like to arrange a training session for your area, call the Patient Representative Department at 740-687-8555. Providing clear and concise communication is essential for providing safe care to all our patients. Please take the time to check out these new devices.

Volunteers Needed: Two Opportunities

It’s that time of year when school physicals are needed. The physicals will be scheduled at schools on June 6. We need all types of volunteers from 7 a.m. to around 1 p.m. at Lancaster High School. The current schools participating will be Lancaster High School, Fairfield Union and New Lexington. Stay tuned for more schools to be added. To sign up, please call Kelly Marion at ext. 8951.

The Emergency Preparedness Committee needs actors for the Disaster Drill scheduled in May. The scenario calls for 20 volunteer actors to participate in the “Operation Determined Resolve Exercise.” Volunteers are needed from 8 a.m.–noon on Thursday, May 21. Please notify Terri Higgins, R.N., Emergency Management/Preparedness specialist, at terrh@fmchealth.org if you are interested.

Cafeteria Construction Project to be Complete Soon

The cafeteria construction project is close to being complete this week (April 20-27). We decided to remodel the cafeteria to improve visitor and employee flow. For questions or more information about this project, call Plant Engineering at ext. 8085 or John Belin at ext. 8127.
Together, We Make the Difference! Pay For Performance Results for First Quarter

In 2013, FMC embarked on a team-based, pay for performance program that incentivizes both patient satisfaction and financial performance. The design of the goals has evolved over time to better align with our PATIENTS FIRST culture. The goals are measured quarterly and if achieved, each eligible employee receives a cash award. Our 1st quarter 2015 goals are (1) achievement of three of the four patient satisfaction metrics for the quarter and (2) an operating margin of 1.8 percent for the previous six-month period.

Congratulations to each of you and thank you for your dedication to excellence in patient care. For the first quarter of 2015, we achieved our goals and will be paying the performance incentive for all eligible staff (employees, supervisors and assistant managers who have completed their first 90 days with FMC by March 31). The active-status, full and part time employees will receive a $250 bonus (less applicable taxes). Contingent employees working a minimum of eight hours during the 1st quarter will receive $125 (less applicable taxes). The bonuses will be paid through direct deposit on May 15.

We exceeded our financial goal by achieving an operating margin of 5.2 percent! Additionally we reached or exceeded three of our four patient satisfaction goals.

<table>
<thead>
<tr>
<th>Goals</th>
<th>12/31/14 Score</th>
<th>3/31/15 Goal</th>
<th>3/31/15 Results</th>
<th>Made Goal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inpatient Services</td>
<td>69.7%</td>
<td>70.9%</td>
<td>75.6%</td>
<td>Yes</td>
</tr>
<tr>
<td>Outpatient Services</td>
<td>84.5%</td>
<td>85.0%</td>
<td>85.2%</td>
<td>Yes</td>
</tr>
<tr>
<td>Emergency Department</td>
<td>54.7%</td>
<td>57.3%</td>
<td>60.8%</td>
<td>Yes</td>
</tr>
<tr>
<td>Ambulatory Surgery</td>
<td>86.8%</td>
<td>87.3%</td>
<td>83.1%</td>
<td>No</td>
</tr>
</tbody>
</table>

Our goals for the next three months are:
1. A 2 percent operating margin over a six month rolling time period (for the second quarter of the year, this means our financials from January through June) AND
2. Attain three of our four patient satisfaction score metrics set for the quarter.

You’ll see that the patient satisfaction goals increase a little each quarter as we enhance our focus on outstanding patient/family centered care. Our target is to consistently have our patient satisfaction scores into the top 10 percent in the country. We aren’t at that level yet and we are not targeting to get there in one year. In order to provide the level of service and care that our community deserves, we must continually raise our performance.

<table>
<thead>
<tr>
<th>Goals</th>
<th>3/31/15 Score</th>
<th>6/30/15 Goal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inpatient Services</td>
<td>75.6%</td>
<td>72.4%</td>
</tr>
<tr>
<td>Outpatient Services</td>
<td>85.2%</td>
<td>85.5%</td>
</tr>
<tr>
<td>Emergency Department</td>
<td>60.8%</td>
<td>60.0%</td>
</tr>
<tr>
<td>Ambulatory Surgery</td>
<td>83.1%</td>
<td>87.3%</td>
</tr>
</tbody>
</table>

We have already reached our performance level on two of our four goals for the second quarter. Keep up the good work and we can achieve all four of the targets.

Kudos goes out to everyone! Together, we do make a difference.

Spring Wellness Lunch n’ Learn Series
Agriculture Programs

Register to attend any or both of these upcoming educational opportunities by calling 740-689-6822. Preregistration is required as seating is limited. Lunch is provided!

**Stress Management** – Join us as Dr. Janine Schroeder from Matrix speaks on Wednesday, May 13 from noon–12:30 p.m. in Assembly Room 2. Learn the warning signals of stress and how to develop appropriate coping skills. Learn to assess your stress. Practice and use proven stress-busters. This seminar is for anyone experiencing stress or anxiety or anticipating stressful life events.

**Savor the Season** – Discover your Local Farmer’s Market with Lynne Schultz of Schultz Valley Farms on Wednesday, June 17 from noon–12:30 p.m., in Assembly Room 3. When it comes to fresh fruits, vegetables and herbs, the farmers market is the perfect place to experience food at its finest. Shop local, strengthen your community, save money and enjoy produce perfectly picked for enhanced taste, nutrition, texture and aroma.

Don’t Forget! Join us Friday, April 24 at the 10th Annual Spring Multidisciplinary Symposium. This year’s event surrounds the care continuum of the COPD patient.

Congratulations to Jill Winter and Kim Westhoven who are graduates of the Fairfield Leadership Course.

Congratulations also goes to Jill Winters, who passed her CMA re-certification.

Congratulations to Julia Foster, C.N.P., C.S.W.S., and Nancie Predmore, PT, C.S.W.S., on obtaining their Certified Skin and Wound Specialist Certification.

The Surgery Department would like to congratulate Maria Rowley, R.N., for completing her B.S.N. We are very proud of your accomplishment and to call you a member of our team.
We are the Difference - THANK YOU TEAM!

Thank you ED team for taking such great care of my aunt. She has Alzheimer’s disease and dementia. She presented to our ED with severe agitation. She was combative, uncooperative and distressed. The Center Police were required to assist. The officers were kind and patient, yet supportive and ensured a safe place for the staff and my aunt. Cathy, PA-C, cared for her with such compassion. We were so grateful for her experience with caring for Alzheimer patients. The nurse, whom I believe was named Cathy, as well, was diligent to details and also exhibited such great compassion. Joseph, the ED tech, and Jennifer, the ES worker, were both incredibly helpful, kind, and knowledgeable. Millie was the on-call case manager and was so helpful and eager to assist despite the hour of the day. My aunt desperately needed inpatient geriatric psychiatric care and was transferred to a facility that very night. THANK YOU to everyone who cared for my aunt. Thank you for having courage to care for the most difficult, challenging and uncooperative patients. Thank you for being kind and gracious to my aunt and her family. Please continue the great work!

Jodie Hildenbrand, M.S.N., R.N., C.N.L., Infection Control Practitioner

Strike Out for Breast Cancer Raises Funds

Strike Out for Breast Cancer was held in October 2014 at Tiki Bowling Lanes. There were 132 bowlers who participated. It was a fun-filled day provided by Joy Kellenbarger and SEOH USBC. The event is designated to raise funds for local cancer patients, assisting with cancer care needs. The event in October raised more than $4,000, which was donated to the Fairfield Medical Center Foundation’s Cancer Care Fund. Joy is planning another event this October at Tiki Bowling Lanes. Everyone is welcome. Information regarding sign-ups will be provided soon. There is bowling, food, raffles, guest speakers, and FUN!

If you are wanting to participate please contact Joy Kellenbarger at 740-653-1598.

National Medical Laboratory Professionals Week, April 19–25

The laboratory is an atmosphere of technology, critical thinking, science, problem solving and teamwork. There are many different experts in different backgrounds that have come together to help provide high-quality results in a timely manner that will lead to high-quality care. The laboratory personnel are comprised of pathologists, a pathology assistant, medical laboratory scientists, medical technologists, medical lab technicians, histotechnicians, phlebotomists, lab assistants, drug and alcohol technicians, patient registrars, secretaries and clerical specialists. Together, these individuals work in a collaboration using each other’s knowledge and skills to meet the ever changing world of healthcare. Though the laboratory is not directly seen by the patients in most aspects, the laboratory professionals within our laboratory never forget that each specimen received is a patient in need.

This year, we are celebrating the laboratory by focusing on a puzzle. The puzzle is being built on the table which is metaphorically the organization. Each department in the hospital is a puzzle piece. If all pieces are put together correctly, the puzzle looks and works correctly. Within each puzzle piece are more pieces … the essential pieces. The essential pieces of the puzzle are the employees within the organization. During this week, please join the laboratory leadership team and take a moment to focus on the laboratory personnel and appreciate them as they are all essential pieces to the greater puzzle. Without these great employees, the growth and completion of the ever-changing healthcare puzzle would not be possible.

Thank you from the Laboratory Leadership Team – Crystal Morris, Julia Blake, Cindi Graham, Jaime Newman, Victor VanMeter and Adam Mcgonigle.

Crosswalk to Go Up Soon on Ewing Street

Fairfield Medical Center is in the process of working with the City of Lancaster to put crosswalk tape and signs up early next week. Installation of the “push button” crosswalk also will be available by the end of this month. For questions or more information, contact Chad Cupp, Plant Engineering manager, at ext. 8085.
Interested in Furthering Your Education?
Indiana Wesleyan School of Nursing will have a display up in the FMC Café from 10 a.m.–2 p.m. on April 20. A representative from Grand Canyon University will also be in the café Thursday, April 23. If you have any questions, call ext. 8491.

Medical Terminology Class – Part II
Kevin Schmelzer will host a free, six-week course beginning April 21, continuing where he left off from Medical Terminology I class. The first session will be held in Assembly Room 5 on April 21 from noon–1 p.m. Each class is one hour long, one day per week. To enroll, search for “terminology” in the Talent Development Center. Contact ext. 8491 with questions.

Yoga Classes
Join us Thursdays from 4:30–6 p.m. or 6:30–8 p.m. at the FMC Wellness Center with instructor Mickey Hartung. An 8-week session is $120. The classes are mixed level, appropriate for everybody. To register, call 740-987-7378 (registration is required).

Acid Reflux Seminar
Jeffrey Yenchar, M.D., medical director of the Fairfield Medical Heartburn Center, will lead a free acid reflux seminar for the community at 6:30 p.m. April 21 in Assembly Room 2 at FMC. Learn about diagnosis and treatment options for acid reflux, including a new surgical procedure called the LINX®. Seating is limited, RSVP to 740-687-8007.

Childcare and Baby-Sitting Safety
Children ages 11-15 will learn what to expect at what age and how to positively discipline, as well as CPR and Foreign Body Airway Obstruction Training. Join us April 25 from 8:30 a.m.–3:30 p.m. in the Assembly Rooms. Registration is required at 740-687-8007 along with a $35 fee.

CELEBRATING NURSES DAY
Tuesday, May 5, lunch will be provided to FMC nurses from 11 a.m.–noon and 12:30–1:30 p.m. in the FMC Assembly Rooms. Each nursing department will participate in a contest to decorate a hard hat poster. Please be creative, represent your department and remember the theme, “Under Construction, Building a BRIGHT Future.” The deadline for completion is Friday, May 1. Turn them into the Case Management Department.

Memory Matters: Understanding Dementia
You are invited to join us May 12 from 6:30–8 p.m. in the Assembly Rooms. This is a free community program for anyone interested in learning more about dementia presented by Elizabeth Walz, M.D. Registration requested at 740-689-1494 at ext. 10.

Networking for the Soul
“There is no better test of a man’s integrity than his behavior when he is wrong.”
—Anonymous

Meaningful moments – Prayer time: 11:45 a.m.–12:15 p.m. Monday–Friday in the Chapel. Self-directed or with one of the chaplains. (The Chaplains’ Oxygen for the Soul is not intended to be an endorsement of any particular religion, but rather serve as an avenue for our FMC chaplains to provide weekly inspiration).

OUL Computer Classes
Ohio University Lancaster has posted its Spring Quarter Microsoft Office class schedule. You can find the schedule of classes offered by searching for “OU-L” in the Talent Development Center or by checking out the posted schedule at Intranet -> Learning & Development tab -> Class Schedules -> Offerings-Current Month. Fill out the registration form (located in same folder) and send it to Learning & Development if interested. If you have any questions, please contact Learning & Development at ext. 8491.

Oxygen for the Soul
“...
Surgical Tower Granted Temporary Occupancy

The Surgical Tower has been granted a temporary certificate of occupancy, which can be sought when a building is still under minor construction, but a certain number of floors or a certain section of that building is deemed habitable. Please note that the Surgical Tower remains a construction site until the grand opening on May 19, so any walk-throughs need to be scheduled through Chad Cupp, manager of Plant Engineering. For more information, contact Chad at ext. 8093.

You Are Invited: Join us May 15 during Hospital Week for a sneak peek tour of Project BRIGHT. This tour is open to staff, volunteers and physicians. Also mark your calendars for the grand opening celebration on May 19. RSVP by May 8 at 740-687-8007.