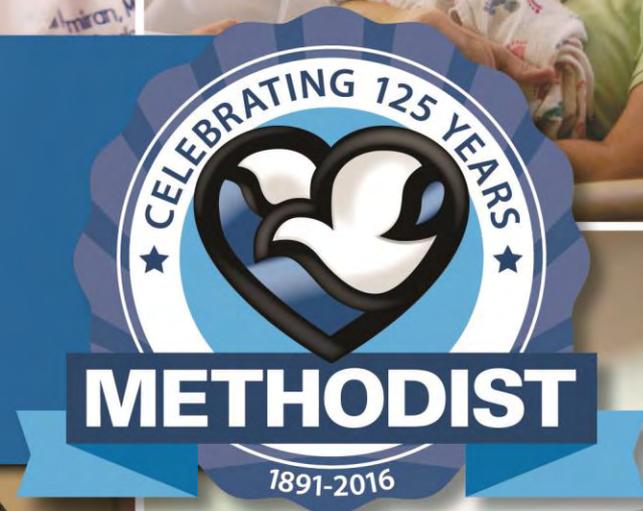




The Meaning of Care®

**Methodist Employee Forums
Fall 2017**





SMART GROWTH



SMART GROWTH

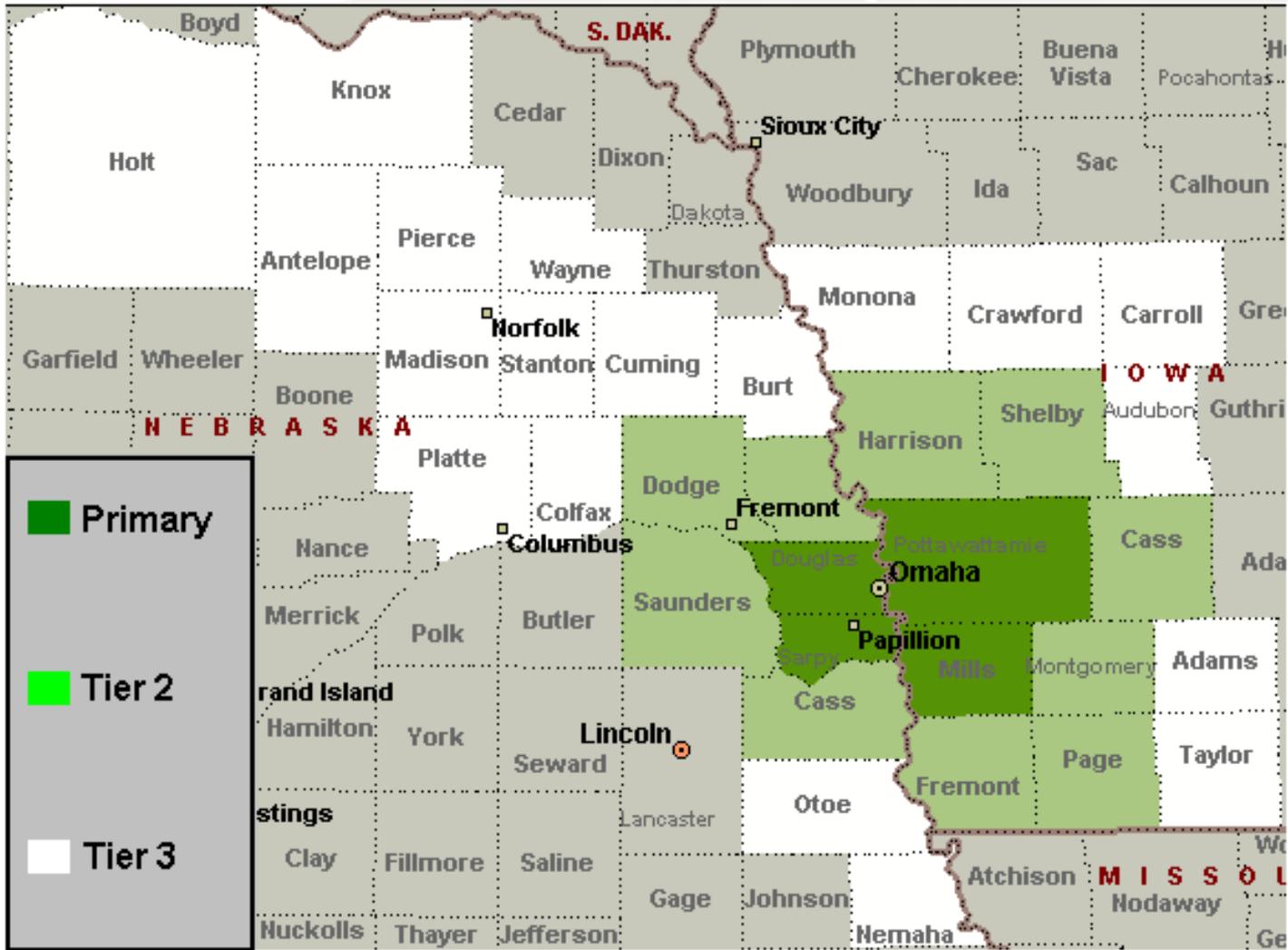
August YTD Statistical Trends

	Aug-17	Aug-16
Admissions	24,680	24,744
Patient Days	82,137	82,099
Births	3,416	3,487
Surgery Cases	20,580	20,883
ED Visits	25,973	24,634



SMART GROWTH

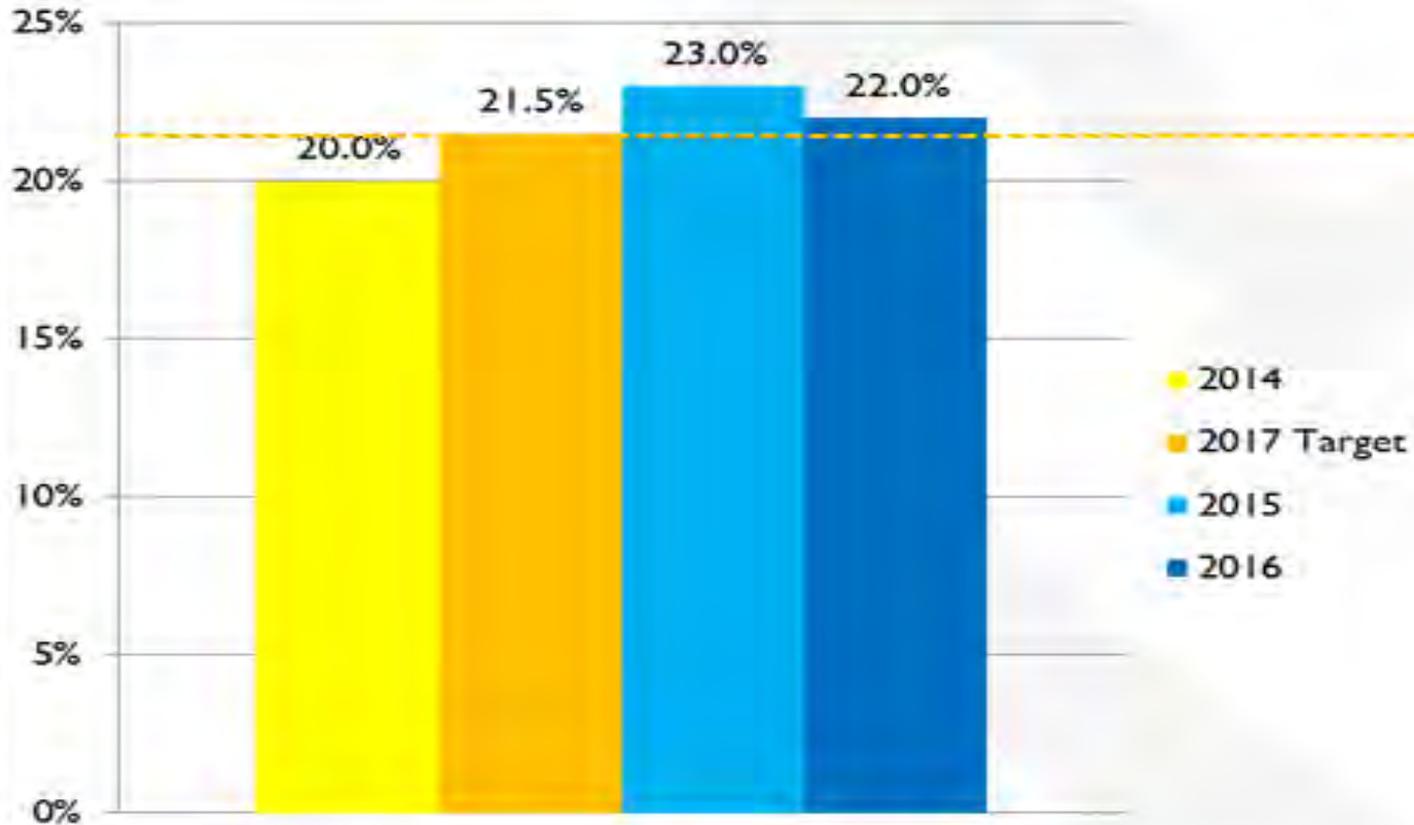
Primary & Secondary Markets





SMART GROWTH

MHS Inpatient Market Share Primary and Secondary Markets

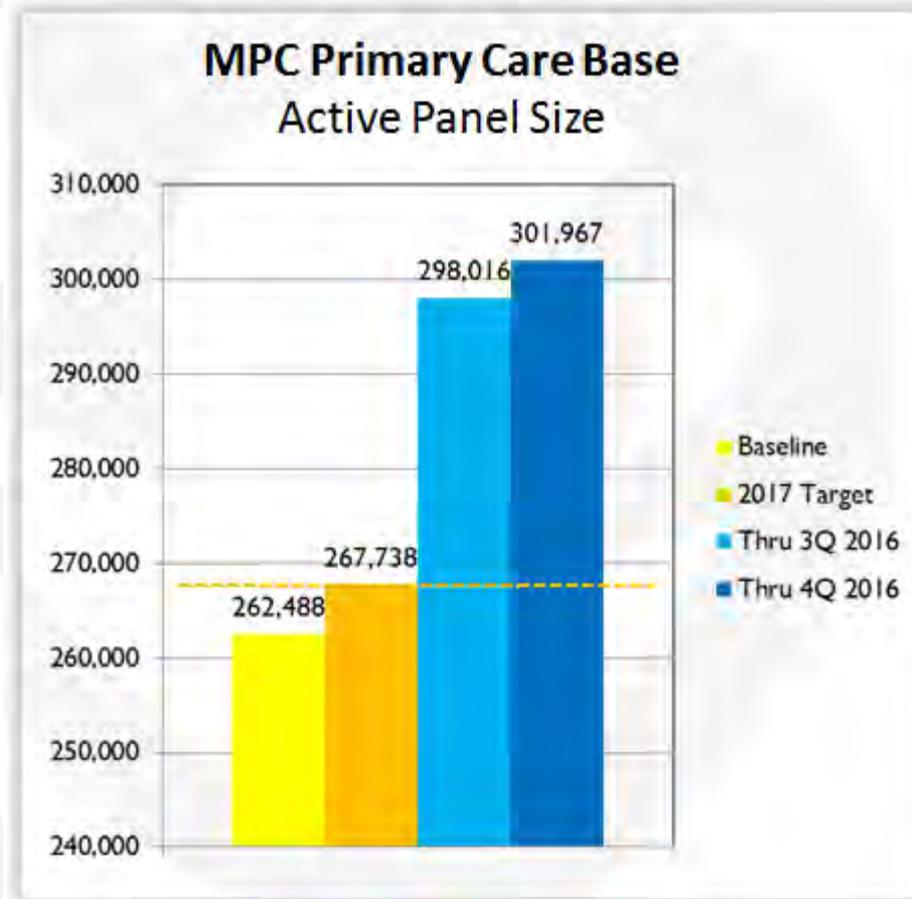




SMART GROWTH

Methodist Physicians Clinic

- Currently at 310 providers (215 physicians, 95 midlevels)
- Patient visits – 650,000 annually
- Pediatric visits – 65,000 annually
- MPC implemented a Physician Home Visit program in support of some our sickest and homebound patients.





SMART GROWTH MPC Locations





SMART GROWTH

Methodist Jennie Edmundson Hospital

- Strong financial year
- Has seen significant gains in Western Iowa market share - Increase in Births from 30 to 60 per month
- Campus Master Plan finalized
- Services added:
 - Perinatology Clinic
 - Head & Neck Oncology Clinic
 - Lung Cancer Clinic & Low Dose CT screening
 - 3D Mammography
- New linear accelerator staffed by Methodist Radiation Oncologists & Physics



SMART GROWTH

Women's Hospital NICU Expansion





SMART GROWTH

MWH NICU Expansion Highlights



Expanded wing: Methodist Women's Hospital was built with expansion in mind. Footings in the roof surfaces allows for outward and upward growth. The NICU expansion extends off the existing third floor space which faces southeast toward Dodge.



Single room: The new 14,000 square foot space features 13 single/private rooms. Research clearly shows that the smallest NICU babies do the best when they are in private rooms.



Room for multiples: The NICU expansion includes 18 rooms, five of which will accommodate multiples. The large room space allows staff to easily care for multiple babies at one time.



Family lounge: Having a NICU baby can be stressful. A new lounge provides family members a place to take a break, eat a meal or interact with other NICU parents, while remaining close to their child.



Head walls: Babies in the NICU can require lots of equipment. Functional head walls are designed to provide easy access to the multiple systems necessary for supporting NICU patients.



Nursing/rounding station: The general nursing station area features computers and a large wall-mounted monitor for use during daily rounds. Important information about patients can be displayed on the monitor for enhanced collaboration.



SMART GROWTH

Meet the Palliative Care Team



Jenna Eich, APRN-NP



Natalie Mandolfo, APRN-NP



Todd Sauer, MD



Lou Lukas, MD



Howard Edwards, MD



Hillary Applequist, DNP, APRN-NP



Jackie Thielen, APRN-NP, ACHPN



Jodi Reese, APRN-NP



Peggy Dyer, RN, CHPN



Joyce Lynn, RN, CHPN



Jean Beumler, APRN-NP, ACHPN



Kim Bland, APRN-NP

Our Partners

- Nurses
- Social Workers
 - Pastoral Care
 - Care Managers
 - Doctors
 - Others



SMART GROWTH

Methodist Virtual Care

METHODIST VIRTUAL CARE

See a doctor, anywhere, anytime.
Methodist Virtual Care provides medical care 24/7.

[See a Doctor Now](#)

Nebraska Methodist Health System
Sponsored · 🌐

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Methodist Virtual Care provides access to a physician 24/7. Board-certified doctors can treat most minor medical illnesses for only \$39 a visit! Learn more about Virtual Care.

BESTCARE.ORG

[Learn More](#)

👍 Like 💬 Comment ➦ Share 📄 Buffer

501 Enrolled – 70 Patient Visits



SMART GROWTH

Major Capital Purchases

Items Include:

- GI Scopes
- AC Power Supply
- Generator
- Ventilator
- Dose Packaging Machine
- Glidescope
- Security Software
- Molecular Instruments
- Gamma Probe
- Stryker Zoom Stretchers
- Patient Lifts
- Powerchart Maternity
- Treatment Recliners
- Scrub Sinks
- Desktop Computers w/ Monitors
- 2017 Dodge Grand Caravans
- Sidewalk Replace
- Anesthesia Monitors
- Da Vinci XI Robot
- HealthWest Chiller
- Digital Radiography System
- HEPA Dust Containment Carts
- CT Scanner
- Ultrasound
- NMH Lactation Room & Furnishings
- Spider Limb Positioning System
- Video Laryngoscope
- Electrosurgery Analyzer

TOTAL SPENT = \$13,289,654



SMART GROWTH

Where are we heading as a healthcare industry?

***HEALTH CARE REFORM – it's here!

- New Administration
- Repeal or Replace the ACA
- Mandatory Cardiac Bundles no longer mandatory
- Payment Reduction will continue
- High-Deductible Plans will continue to increase
- Consumers will be more savvy
 - Cost
 - Experience
 - Quality



SMART GROWTH

What do we do?

- Be the hospital of choice
- Positively impact the patient, family, visitor experience so that we are the choice.





PARTNERSHIPS & COLLABORATIONS



PARTNERSHIPS & COLLABORATIONS

Methodist Community Health Clinic
208 South 26th Avenue, Omaha, NE 68131



RIBBON CUTTING CEREMONY – OCTOBER 8, 2017



PARTNERSHIPS & COLLABORATIONS

Aquatic Therapy Pool

DEDICATION CEREMONY – October 2, 2017

Start date: October 10, 2017

Partnership with Methodist
Physician's Clinic

Hours of Operation: Monday
through Friday 7am to 6pm

Therapy hours split 50/50
with Physician's Clinic





PARTNERSHIPS & COLLABORATIONS

SANE/SART Twitter Campaign



Goal/Objective: Raise awareness about the SANE/SART Program at NMH/MWH through Twitter with #NoMore.

Most popular Tweet was from Omaha Police Sergeant Marlene Novotny: “Intimate partner violence can occur at young ages even among high school and middle school age children #NoMore #OPD”. This tweet was seen by nearly 75,000 Twitter users.





PARTNERSHIPS & COLLABORATIONS

Nebraska Methodist College

- Enrollment – 1,042 students
- MBA in Healthcare – 18 students
- The Mobile Diabetes Center screened over 1,600 individuals – logged over 10,000 hours of community service
- MHS dependents will receive a 20% discount to NMC.



PARTNERSHIPS & COLLABORATIONS

Volunteers in Partnership Night at the Ballpark Event



Dr. Charles & Karen Olson



**Dennis & Cathy Blackman (Honorary Chairs)
Laura (Event Chair) & husband Randy Stevenson**



Steve & Brenda Goeser



Drs. John & Anna Park



Sharon McArdle & Teri Tipton



PARTNERSHIPS & COLLABORATIONS

Methodist Volunteers in Partnership 10th Annual Golf Event



Melodee Thompson
Chairman



Oneneck Team
Partnership Sponsor



VIP Committee
Members



PARTNERSHIPS & COLLABORATIONS

8303 Outdoor Dining





PARTNERSHIPS & COLLABORATIONS

Meaning of Care Award Recipients

* **Amanda Cooper**, Labor Delivery * **Stacey Crom**, NICU * **Allison Glomb**, Labor Delivery * **Tracy Johnston**, NICU * **Kathleen McCann**, Labor Delivery * **Rene Pederson**, Labor Delivery * **Jennifer Witthuhn**, Labor Delivery * **Brenda Jones**, Benefits Compensation * **Jessica Myrum**, Benefits Compensation * **James A. Reilly, M.D.** * **Julie Kuchta**, Respiratory Therapy * **Carlyn Pentzien**, Labor Delivery * **Kim Mueller**, Community Counseling * **Ashley Hughes**, GYN ONC * **Meghan Schulz**, Mother Baby * **Erin Haas**, IH Family Practice * **Daniel Steier, M.D.** * **Anna Kowamoto**, Recreation Therapy * **Katrina Balak**, Occupational Therapy * **Brent Tierney, M.D.** * **Kelli Beyer**, Cardiac Unit * **Lyubov Fedoronko**, Cardiac Unit * **Elizabeth Luebbert**, Surgery OP Support HW * **Douglas Warren**, Cath Lab * **Judy Zorkowski**, Cardiac Unit * **Joseph Evans, M.D.** * **Edmund Fiksinski, M.D.** * **Deb Fickel**, Care Management * **Caitlin Wells**, Progressive Care * **Blake Smith**, Progressive Care * **Emily Charvat**, Progressive Care * **Megan O'Neill**, Critical Care * **Megan Pickeral**, Critical Care * **Kaylen Swanson**, Nurse Enrichment Team * **Peace Donkor**, Med Surgical * **Anna Gill**, Surgery PreOp Services * **Mary Arnold**, IV Team * **Jackielyn Escusar**, Acute Care for Elders * **Diana Ferestad**, ES * **Rose Gilsdorf**, Care Management * **Jhozel Teodoro**, Acute Care for Elders * **George Emodi, M.D.** * **Rudolf Kotula, M.D.** * **Mark Mahlock, M.D.** * **Ashley Wroblewski**, Hospice * **Jennifer Cross**, Oncology * **Stephen Allen**, Critical Care * **Madison Cooper**, Critical Care * **Angela Spence**, Med Surgical * **Ashley Ernst**, Acute Care for Elders * **Kelsy Harris**, Labor Delivery * **Behara Kendic**, Oncology * **Ocean Yracheta**, Short Stay * **Thomas Sewick**, Short Stay * **Kelly Stenwall**, Short Stay * **Kim Myers**, Cardiac Unit * **Krista Andress**, Acute Care for Elders * **6-South Staff** *

YOU Are The KEY

2018 Caring Campaign



Please consider
making a gift to the
2018 Caring Campaign

Your gift – No Matter the Size – Makes a Difference



PARTNERSHIPS & COLLABORATIONS

Caring Campaign

YOU Are The KEY

2018 Caring Campaign

83%

Participation

+



Cream Pie

+



Steve Goeser

=



Goal Met!



PEOPLE, CULTURE & SERVICE EXCELLENCE



PEOPLE, CULTURE & SERVICE EXCELLENCE

Employee Engagement Survey

Thank you for participating in the recent PRC Employee Engagement Survey and surpassing the participation goal!

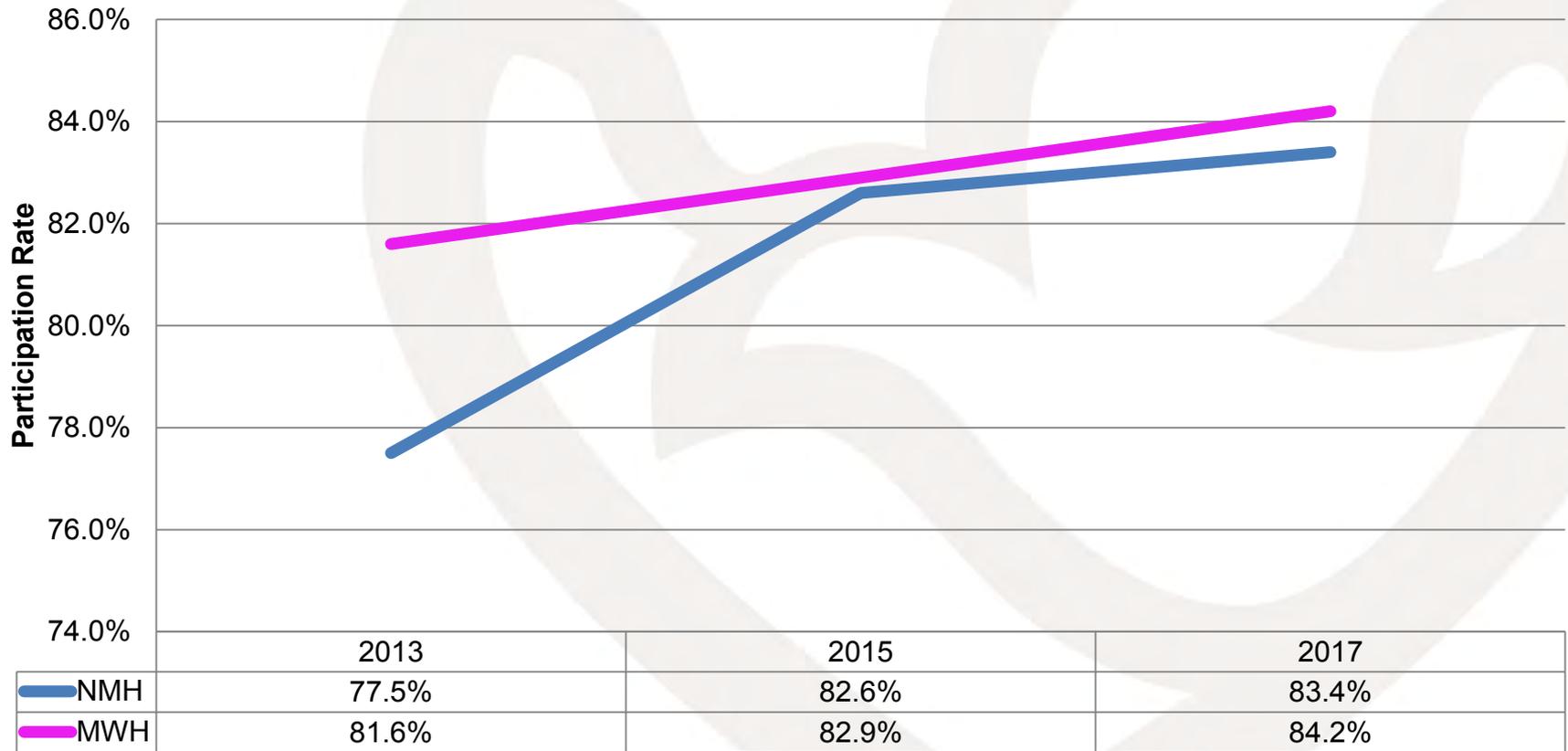




PEOPLE, CULTURE & SERVICE EXCELLENCE

Employee Engagement Survey

**PRC Employee Engagement Survey
Participation Rate**





PEOPLE, CULTURE & SERVICE EXCELLENCE

7th Annual NICU Reunion





PEOPLE, CULTURE & SERVICE EXCELLENCE

Employee Recognitions



Jeff O'Hern, R.N. receives the Outstanding AORN Member of the Year Award.



Chelsea Craig receives the ESGR Patriot Award.



Karen Kresnik chosen as Future Famer in the Bellwether League Inc. Hall of Fame for Healthcare Supply Chain Leadership.

Allison Adrian chosen as president-elect of the NE Chapter Association of Nutrition & Food Service Professionals.





PEOPLE, CULTURE & SERVICE EXCELLENCE





PEOPLE, CULTURE & SERVICE EXCELLENCE DAISY Award Winners



Katie Schmaderer
April 2017



Robb McBride
May 2017



Maureen Shea - June 2017



Katherine Abdo - July 2017



Lisa Holmstedt – August 2017



PEOPLE, CULTURE & SERVICE EXCELLENCE

Methodist Hospital Employee of the Month



Joy Knapp
April 2017



Kathie Reilly
May 2017



Kelsey Haswell
June 2017



Sally Sibbersen
July 2017



Korina Kunce
August 2017



Wanda Neuman
September 2017



PEOPLE, CULTURE & SERVICE EXCELLENCE

Women's Hospital Employee of the Quarter



Jamie Jensen
1Q17



Scott McCasland
2Q17



Susan Jasman
3Q17



PEOPLE, CULTURE & SERVICE EXCELLENCE

Caring Kind Employees of the Year



Cindy Leaver
Methodist Hospital



Susan Jasman
Women's Hospital



FINANCIAL VIABILITY & SYSTEM EFFICIENCY



FINANCIAL VIABILITY & SYSTEM EFFICIENCY

Finance – Through July

	Metric	Target	2017 YTD	
↑	Days Cash on Hand	185	232	●
↑	Operating Margin	3.1%	4.0%	●

	Metric	Budget	2017 YTD	
↓	Operating Expense per Equivalent Discharge	\$12,257	\$12,092	●



QUALITY & SAFETY



QUALITY & SAFETY

What's wrong with this picture?





QUALITY & SAFETY

What's wrong with this picture?





QUALITY & SAFETY

What's wrong with this picture?





QUALITY & SAFETY

What's wrong with this picture?





QUALITY & SAFETY

How can you keep our patients safe?

#1

Handwashing, Handwashing, Handwashing

Chlorohexidine (CHG) Bathing for patients

- For clinical staff to evaluate the need for additional lines like urinary catheters and peripherally inserted intravenous catheters (PICCs)
- Environmental Cleanliness is everyone's responsibility
 - High touch surfaces
 - Patient care equipment
 - Patient Rooms





QUALITY & SAFETY

Positive Observations from Infection Control Assessment Program

- Complimented surgical and sterile processing staff on their knowledge of their departments and role in reducing infections.
- Complimented the actions taken to reduce patient risk during procedures that require the heater - cooler device. Stated Best Practice they have seen in Nebraska.
- Repeatedly remarked on the overall cleanliness of Women's Hospital – on every unit they surveyed.



QUALITY & SAFETY

Areas for Improvement

- Contact times of cleaning products need to be reviewed. This was a consistent finding at Methodist and Women's Hospitals.
- ICAP staff recommended further education and training for staff on cleaning of probes and the use of the Trophon HLD system at Methodist and Women's Hospitals.
- Storage of Supplies:
 - MH: Supplies should not be stored on the dock, but should be moved to a clean storage area.
 - WH: Remove wooden pallets and corrugated boxes from central supply area. The task of removing supplies from boxes could be done at another location.



QUALITY & SAFETY

PRC Excellence in Healthcare Awards

Achievement Award

Recognizes facilities and/or units for enhancing their patient patients' perception of care by focusing on key drivers of Excellence.

NMH Oncology
with focus on Pain Management





QUALITY & SAFETY

PRC Excellence in Healthcare Awards

4-Star Award

Score in the top 25% of national client database for prior year for patients rating “Excellent” for Overall Quality of Care.

NMH Inpatient Services

NMH Emergency Department





QUALITY & SAFETY

PRC Excellence in Healthcare Awards

5-Star Award

Score in the top 10% of national client database for prior year for patients rating “Excellent” for Overall Quality of Care.

Methodist HealthWest Outpatient Surgery
NMH Inpatient Services – HCAHPS Care Transition
NMH Cardiac Rehab
NMH Infusion Center

NMH Outpatient Radiology Breast Health/Mammography
NMH Inpatient Progressive Care
NMH Inpatient Oncology
NMH Short Stay

NMH Outpatient Breast Health Services
MWH ED

MWH Inpatient 5th Floor
MWH NICU

MWH Outpatient Surgery
MWH Outpatient Radiology





QUALITY & SAFETY PRC Excellence in Healthcare Awards

Top Performer Award

Score at or above the 100th percentile of national client database for patients rating “Excellent” for Overall Quality of Care.

Methodist Home Health Care

MWH Inpatient 4th Floor





QUALITY & SAFETY

PRC Excellence in Healthcare Awards

Award of Distinction

Scores at or above the 100th percentile in the national client database for patients rating “Excellent” for Overall Quality of Care for the prior year. Also, for Excellent Performance-HCAHPS for hospitals that earn a Top Performer Award for all 9 HCAHPS dimensions.

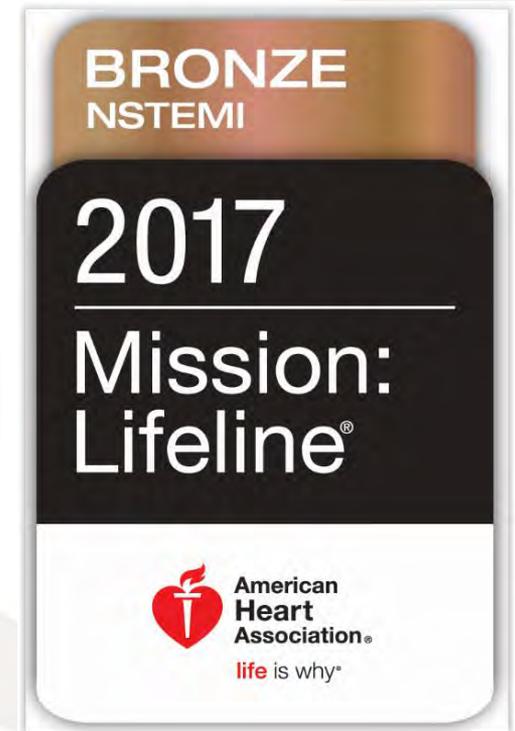
MWH Inpatient Services





QUALITY & SAFETY

Accreditations & Certifications





EVERYONE IMPACTS EXCELLENCE

<https://vimeo.com/217728837/7abc201518>