



*The Meaning of Care®*  
Methodist Employee Forums  
Spring 2018



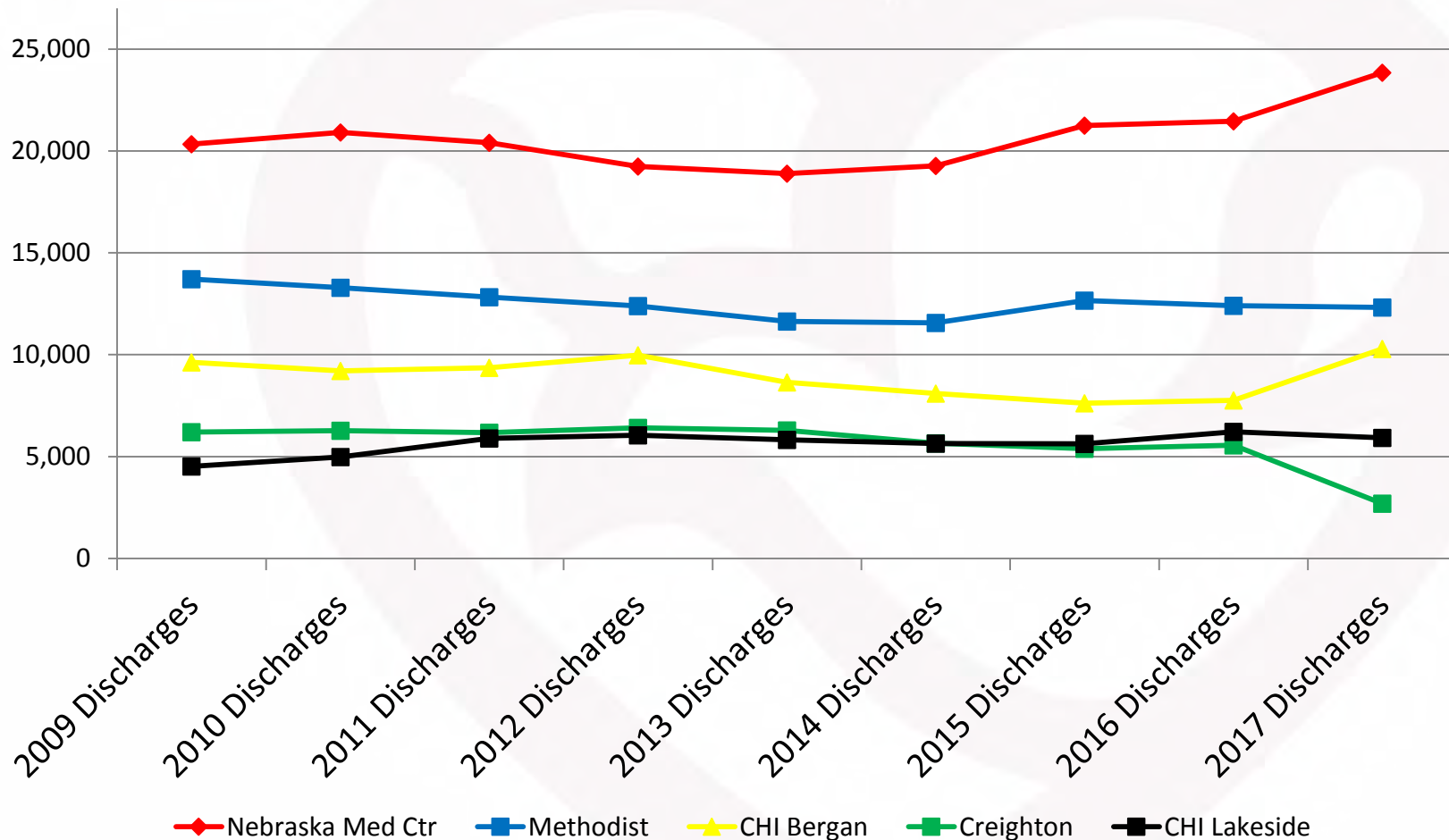


# **SMART GROWTH**



# SMART GROWTH

## Hospitals Trended Discharges (Adult, Acute)

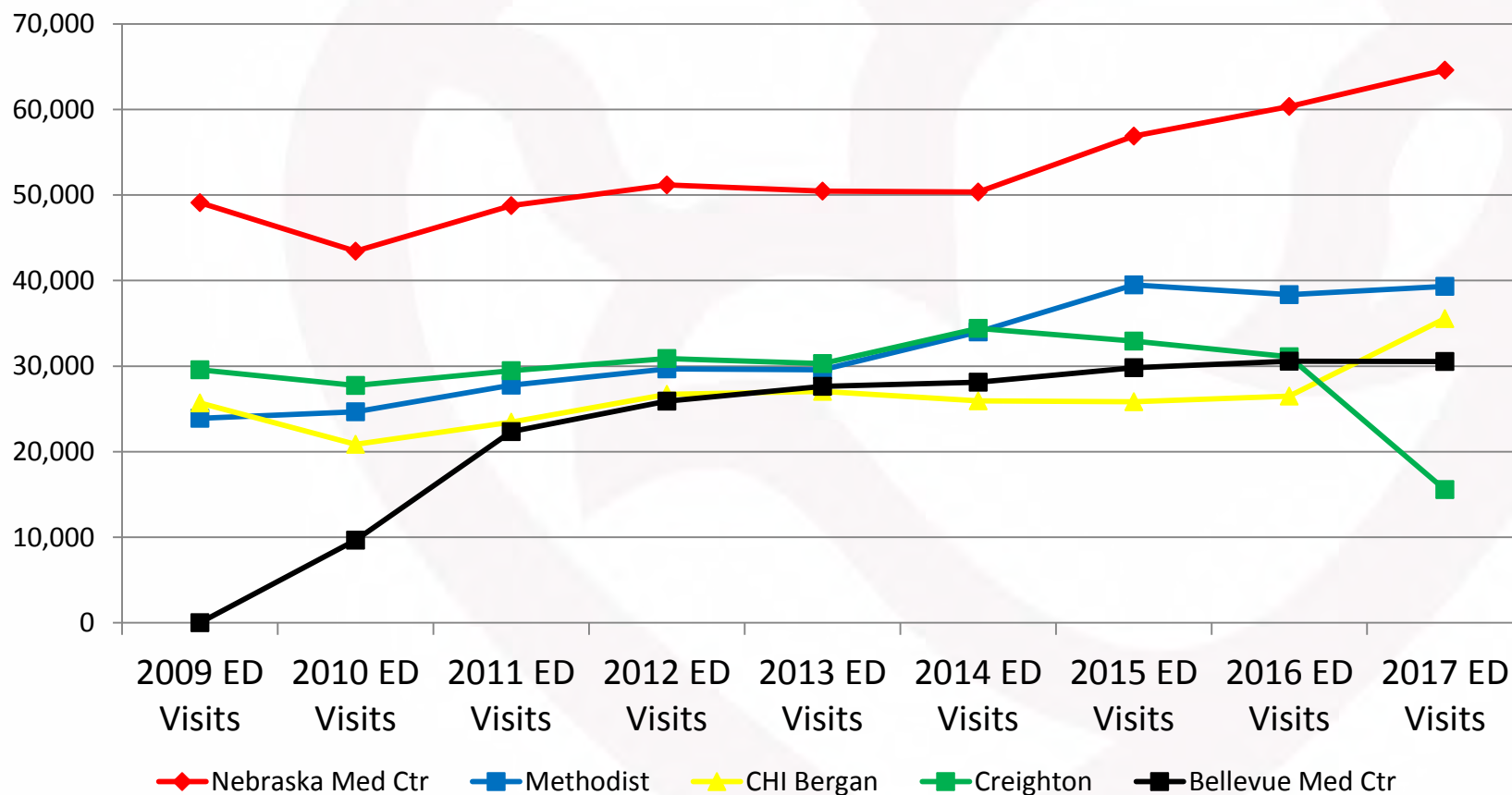






# SMART GROWTH

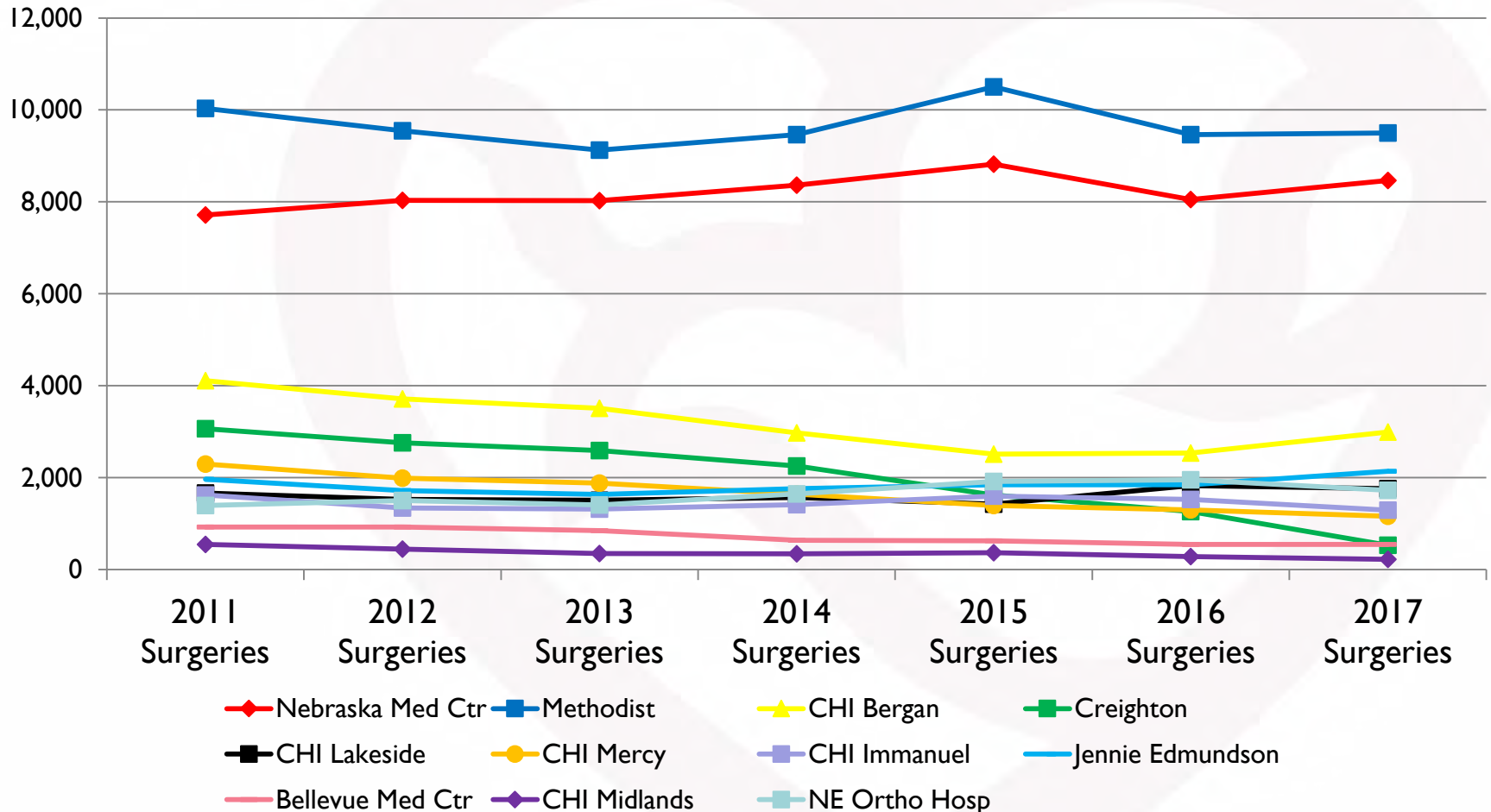
## Hospitals Trended ED Visits





# SMART GROWTH

## Hospitals Trended Inpatient Surgery

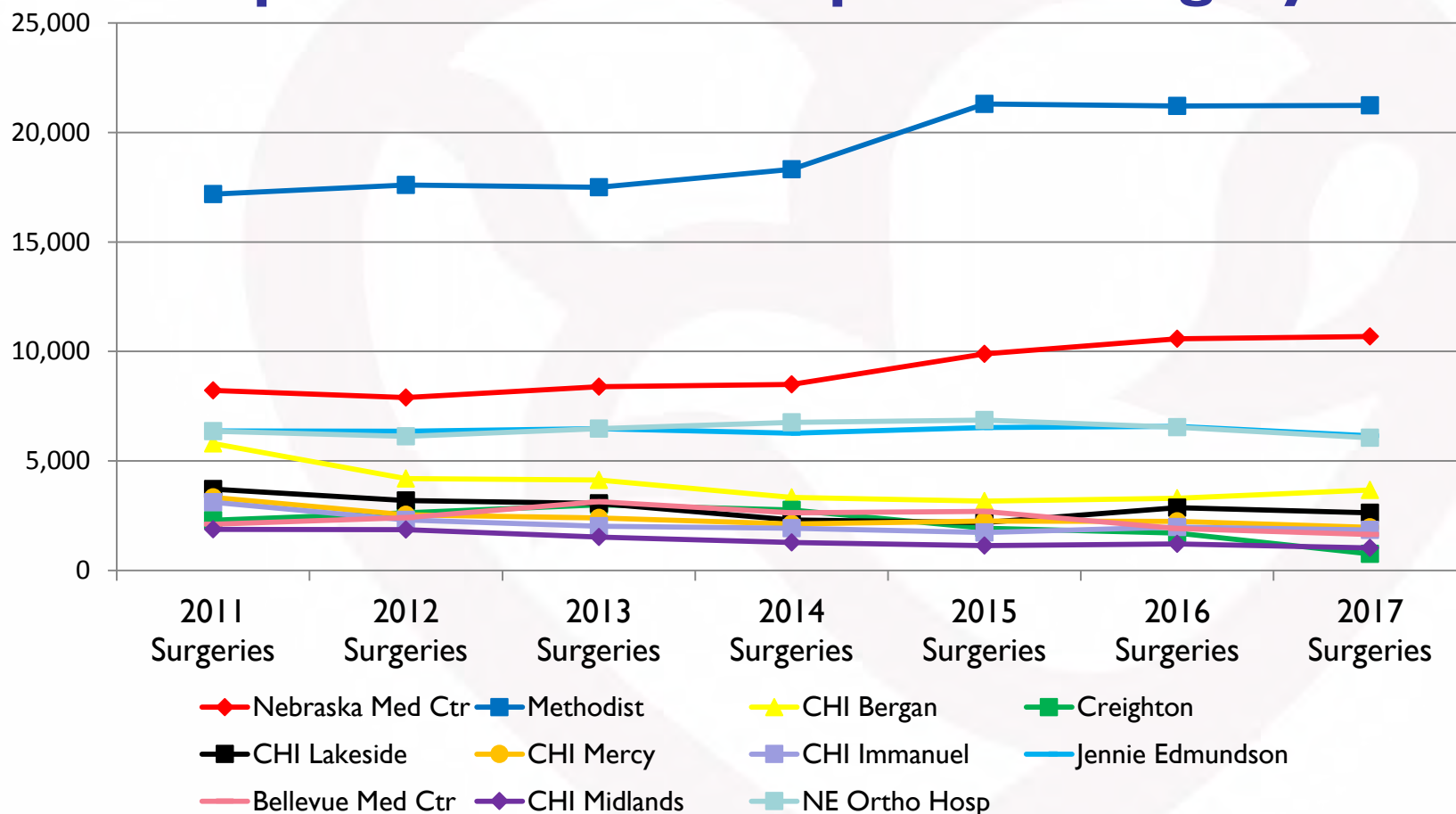


Annualized thru September 2017



# SMART GROWTH

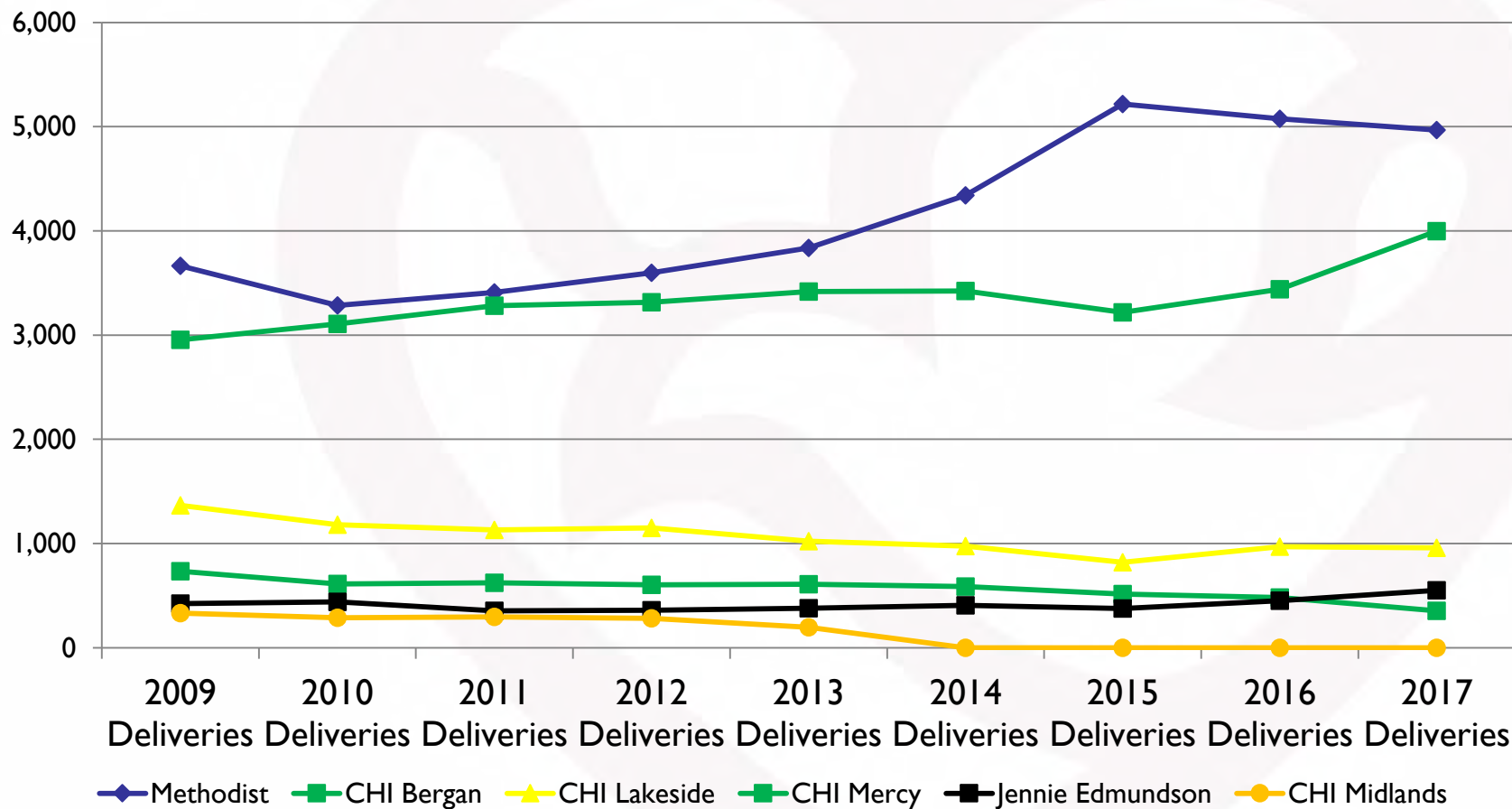
## Hospitals Trended Outpatient Surgery





# SMART GROWTH

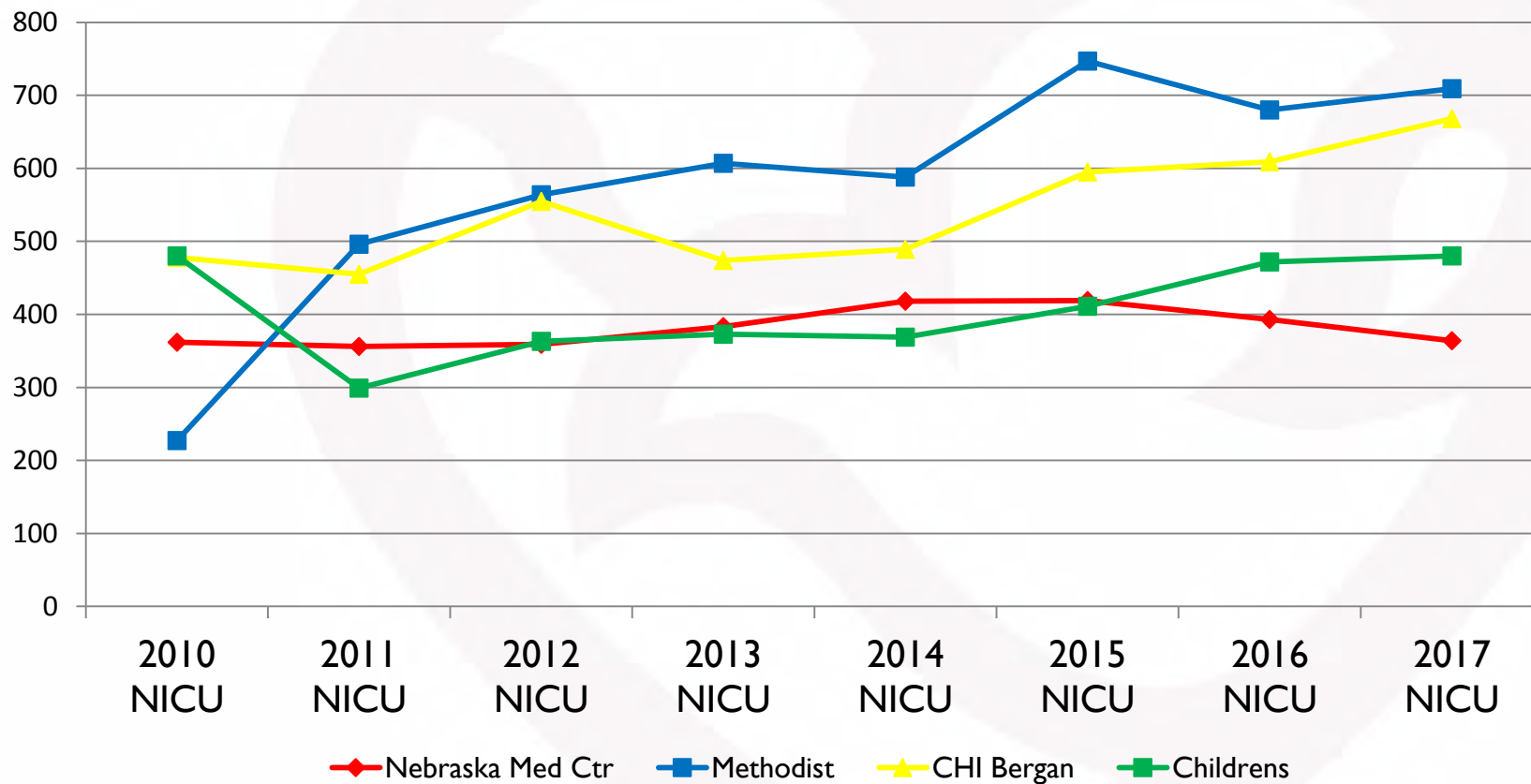
## Hospitals Trended Deliveries





# SMART GROWTH

## Hospitals Trended NICU







# SMART GROWTH

## Major Capital Purchases

- Concrete & Drainage Improvements
- Vehicles
- 3D Mammography Machines
- Cerner
- Cisco Telephone System
- Computers
- OR Hybrid Room
- Da Vinci XI Robot
- MECC Parking Lot
- Security Cameras, Reader, & Software
- Radiology Room Remodels
- CT Scanner
- Orthopedic Surgical Table
- Neonatal Simulator
- Cost Accounting System
- NICU Expansion
- Dose Packaging Machine
- Hi/Low Beds
- HealthWest Chiller
- Therapy Pool
- Anesthesia Monitors
- Lawson I0 Software
- Cryostat
- Microtome
- Microscope
- Path Lab Automation
- Wireless Upgrade Equipment
- Patient Lift
- Staff Lockers

Total Spent in 2017 = \$43,706,231



# SMART GROWTH

## Construction Projects

- NMH OR
  - Final Phase
  - Diagnostics moved to 1<sup>st</sup> Floor
- NMH ED
  - Planning/Fundraising Phase
- Radiation Oncology
  - Linear Accelerator Project
- Imaging
  - PET/CT Project
- Corporate Building – Fall 2018





# SMART GROWTH

## Cash Pricing MRI



- Payment by check, cash, or credit card at time of service
- Price includes all Radiology and Physician fees
- Claims will not be filed by patient or Methodist to the insurance carrier for these services. It will not count toward deductibles or co-pays.





# SMART GROWTH

## Aquatic Therapy Program



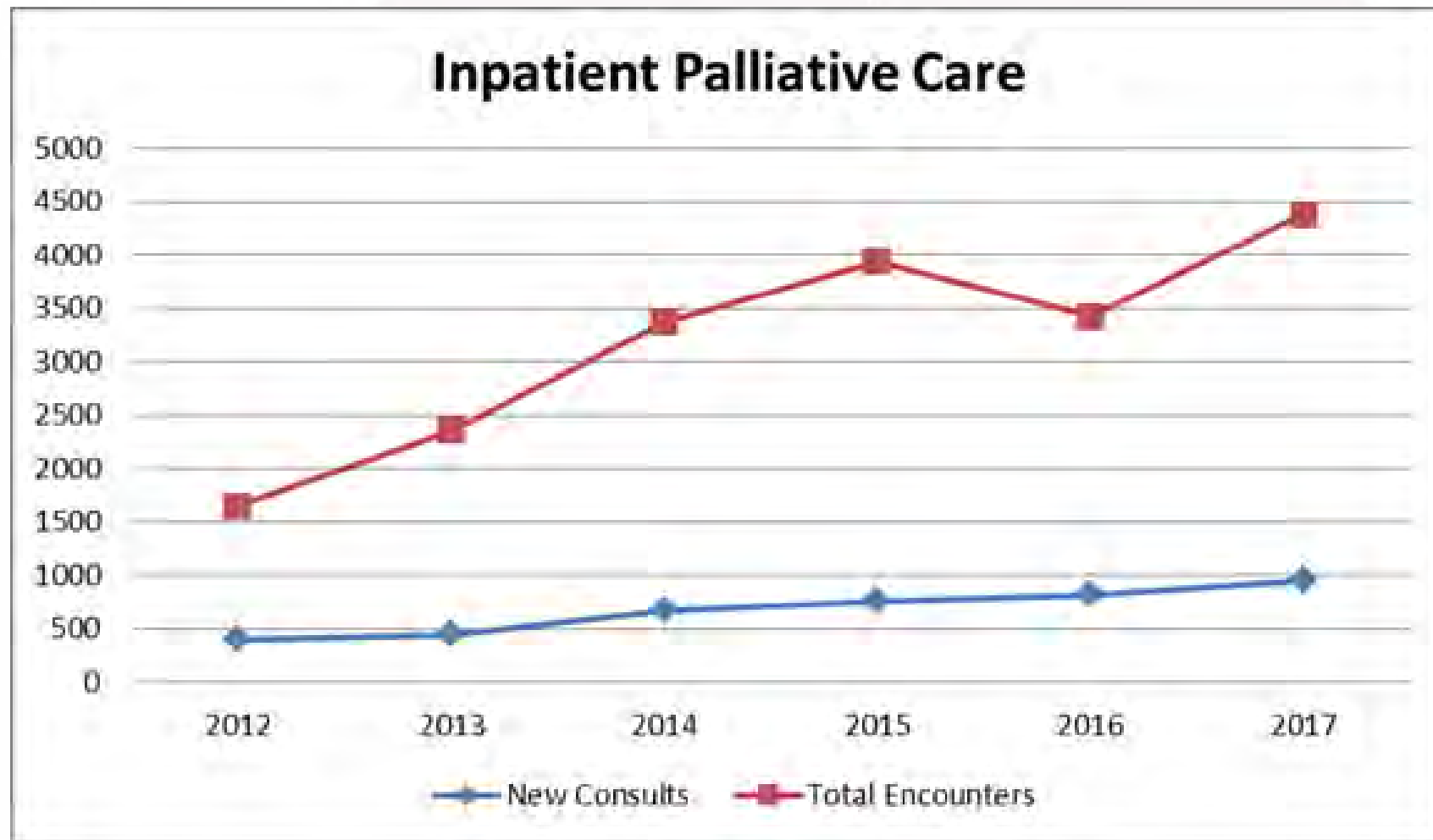
Opened October 2017





# SMART GROWTH

## Palliative Care





# SMART GROWTH

## Provider Growth

Urogynecology – 1

Radiology – 1

Pulmonology – 3

Psychiatry – 2

Podiatry – 1

Plastic Surgery – 1

Physical Med & Rehab – 1

Pediatrics – 2

Pediatric Infectious Disease – 1

Otolaryngology – 1

Orthopedic Surgery – 1

Ophthalmology – 2

Anesthesia - 1

Oncology/Hematology – 1

OB/GYN – 3

Neurosurgery – 2

Neuropsychology – 1

Internal Medicine – 1

Hospitalist – 2

General Surgery – 1

Gastroenterology – 1

Family Medicine – 4

Endocrinology – 1

Emergency Medicine – 1

Colon & Rectal Surgery - 2

**39 Physician Providers & 28 Advanced Practice Providers were added in 2017**



# SMART GROWTH

## Fremont Health

- Fremont Health has selected Methodist Health System as their strategic partner.
- There are many similarities between Methodist and Fremont Health:
  - Mission
  - Culture
  - Physicians
  - Staff



# SMART GROWTH

## Methodist Virtual Care

Methodist Virtual Care

See a doctor face to face anywhere from your computer, tablet or mobile device



Accessing Methodist Virtual Care is simple – download the app and enroll.

Enrollments (as of 2/7/18) - 886

Visits (as of 2/1/18) - 200





# SMART GROWTH

## Patient Portal – my.Bestcare.org

my.Bestcare

### Welcome to my.Bestcare

#### Online Health Management Tool for You & Your Family

My.Bestcare is a private, secure online management tool that allows easy access to your Methodist Health System care providers\* and your health information.

As an adult, you can use my.Bestcare to manage your own health and your minor children's health.

### Sign Up for my.Bestcare

#### 1 Sign up at your Methodist Health System provider's office or clinic.

For your protection, you must sign up in person. Bring your photo ID and email address.

#### 2 Activate your my.Bestcare account online.

Watch for an email invitation from IQHealth.com. If the invitation is not in your inbox, check your junk mail folder. Follow the link and enter the required security information you provided at sign-up. You will be asked to create a user name and password that you must use each time you log on to [my.Bestcare.org](http://my.Bestcare.org). For FAQs to help you set up online access, visit [bestcare.org/signon](http://bestcare.org/signon).

#### 3 Watch your email inbox for secure my.Bestcare messages.

Every new message to your my.Bestcare account will generate a new email to you from [support@myhealthexchange.com](mailto:support@myhealthexchange.com). To ensure messages get through, please add this email address to your address book or safe sender list. To protect your privacy, email messages will say only "myBestcare, Methodist Health System Message Alert" in the subject line.



### Explore & Use my.Bestcare



myTools

#### Access Methodist Health System Resources

- **Find a Doc:** Search for a care provider by name, location, specialty, gender or language.
- **Find a Location:** Search for our clinic, hospital or office locations by geographic area or service.
- **Health Library:** Connect to online and on-site health information resources.
- **Bill Pay:** Connect with our billing and insurance specialists or access online bill pay.



myMessaging\*

#### Communicate Securely with Your Health Care Team

- **Inbox:** View messages sent to you by your health care team.
- **General Message:** Send a message, ask a question or submit an update to your information. Normal turnaround for a reply is one business day.
- **Request a Medication Refill:** Send a message requesting your provider renew a prescription. Normal turnaround time is one business day.
- **Sent Items:** View messages sent by you to your health care team through my.Bestcare.

my.Bestcare.org



15 myAppointments\*

#### Make & Manage Medical Appointments

- **Upcoming Appointments:** View currently scheduled appointments.
- **Schedule an Appointment:** Schedule a specific date, time, location, care provider and type of appointment desired (annual exam, sick, lab-only, sports physical). You can also add the confirmed appointment to your Microsoft Outlook calendar.
- **Request a New Appointment:** Send a message to request an appointment. Provide date and time preference, with contact information.
- **Reschedule an Appointment:** Send a message to request an existing appointment be rescheduled. Provide date and time preference, with contact information.
- **Cancel an Appointment:** Send a message requesting cancellation of an existing appointment.



myMedicalRecords

#### View Health Information in Your Electronic Medical Record

- **Medical Summary:** View information from your Methodist Health System electronic medical record about medications, allergies, immunizations, health issues and surgeries/procedures.
- **Lab Results:** View most lab results. Turnaround time varies by lab test.
- **Personal Information:** View your personal data (name, address, birthdate), insurance information and primary care provider. Send messages to update information, as needed.
- **Discharge Documents:** View written follow-up instructions given at discharge following an emergency department visit to a Methodist Health System hospital.

\* Availability of my.Bestcare functions varies by care provider.



## SMART GROWTH

### **What's happening in healthcare?**

- Strada Healthcare
- Nurture Health
- Consumer Assessments
- Amazon/Berkshire Hathaway/JP Morgan Chase – Healthcare Initiative



# **PARTNERSHIPS & COLLABORATIONS**





# PARTNERSHIPS & COLLABORATIONS

Methodist Foundation, Susan G. Komen & Harper Family Foundation



Coming Summer 2018







# PARTNERSHIPS & COLLABORATIONS

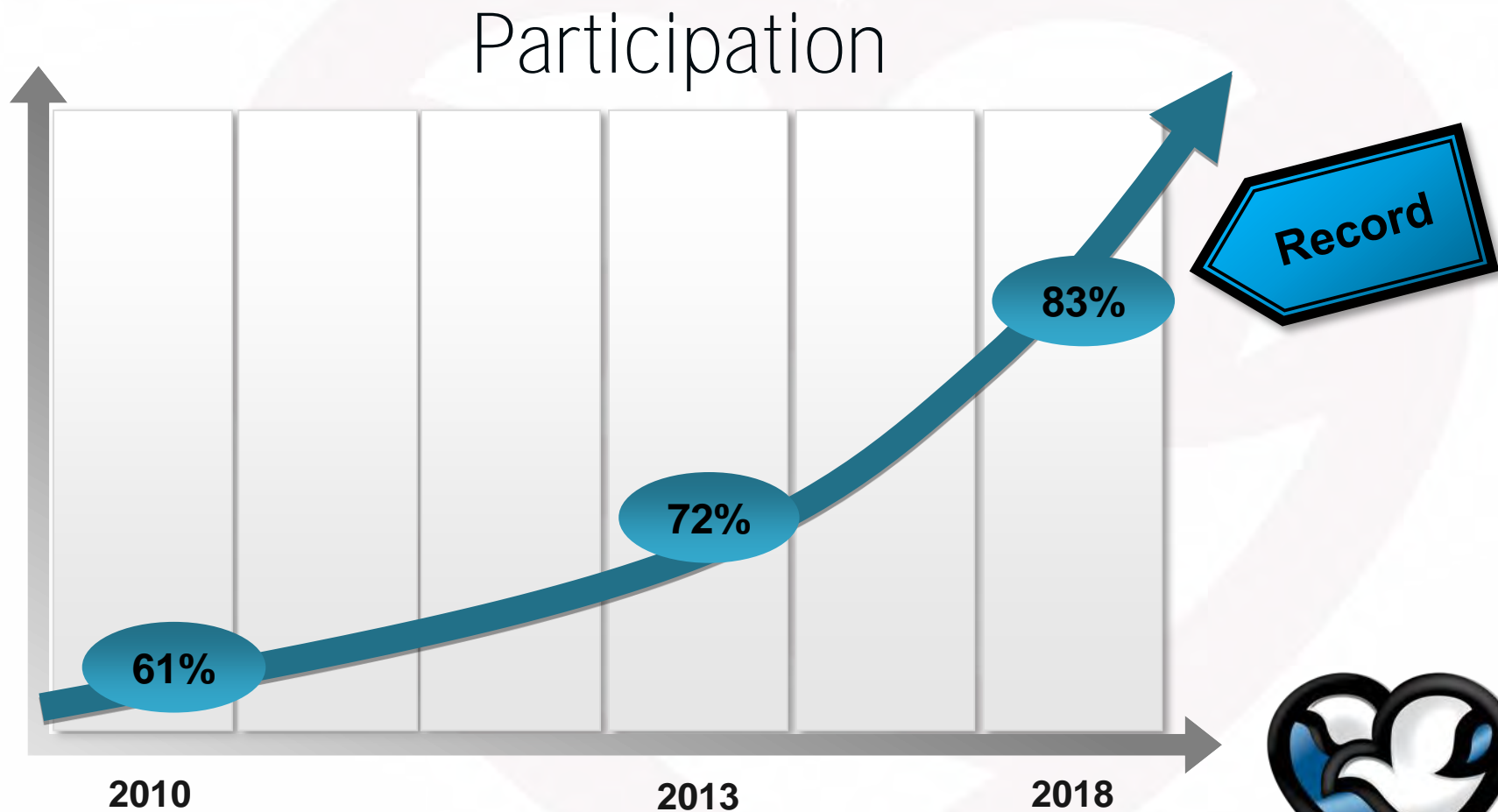
## Caring Campaign





# PARTNERSHIPS & COLLABORATIONS

Caring Campaign





# PARTNERSHIPS & COLLABORATIONS

## Meaning of Care Award Recipients

\* **Joseph Evans, MD** – Hospitalist \* **Jean Brinkman** – GYN ONC \* **Angela Spence** – Med Surg \* **Daniel Henkens** – Med Surg \* **Robb McBride** – Med Surg \* **Ashley Ernst** – Acute Care for Elders \* **Krista Andress** – Acute Care for Elders \* **Kim Myers** – Cardiac \* **Sarah Bechtold** – Cardiac \* **Charles McBride** – Cardiac \* **Jessica Peterson** – Cardiac \* **Rose Gilsdorf** – Care Management \* **Behara Kendic** – Oncology \* **Danielle Sheehy** – Oncology \* **Sarah Stimmler** – Oncology \* **Nicole Fisher** – Home Health \* **Kelsy Harris** – Labor Delivery \* **HealthWest Ortho Surgery** \* **Stephen Allen** – Critical Care \* **Madison Cooper** – Critical Care \* **Kaylen Swanson** – Nurse Enrichment Team \* **Ocean Yracheta** – Short Stay \* **Thomas Sewick** – Short Stay \* **Kelly Stenwall** – Short Stay \* **Harold Huff, MD** \* **Jill Perry** – Cardiac \* **Byron Borkowski** – Cardiac \* **Aaron Key** – Regency PT \* **Emily Kean-Puccioni, MD** \* **MH Hospice Team** \* **Wendy Clifton** – IH Family Practice \* **Daniel Steier, MD** – IH Family Practice \* **MH Surgical Oncology** \* **MH Radiation Oncology** \* **Jodie Curran** – Home Health \* **Melissa Strong** – Pastoral Care \* **MH Cardiac 9<sup>th</sup> Flr** \* **Stephanie Barth** – Labor Delivery \* **Tessa Hlavaty** – Labor Delivery \* **Jordan Matesi** – Labor Delivery \* **Cathy Kluch** – Labor Delivery \* **Darren Keiser, MD** – Orthopedics \* **Jeremy Blake** – Oncology \* **Alyson Earnest** – Labor Delivery \* **Hannah Hartman** – Labor Delivery \* **Jess Patterson** – Cardiac Unit \* **Beth Totten** – Labor Delivery \* **Ashley Wroblewski** – Hospice \* **Sue Schroeder** – HW PT \* **Robert Clark** – Environmental Services \*





# PARTNERSHIPS & COLLABORATIONS

## Inner Beauty Salon







# PARTNERSHIPS & COLLABORATIONS

Kountze Commons Dedication  
Methodist Community Health Clinic

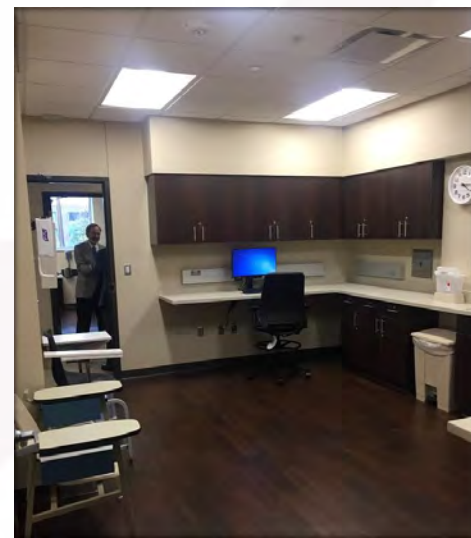
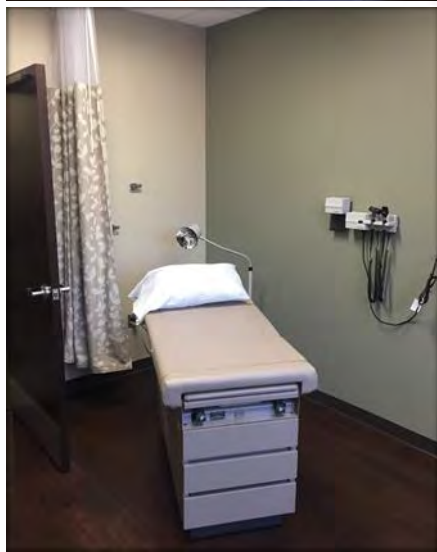






# PARTNERSHIPS & COLLABORATIONS

## Methodist Community Health Clinic





# PARTNERSHIPS & COLLABORATIONS

## Hope Lodge Ribbon Cutting Ceremony







# PARTNERSHIPS & COLLABORATIONS

## American Cancer Society Hope Lodge







# PARTNERSHIPS & COLLABORATIONS

## American Cancer Society Hope Lodge

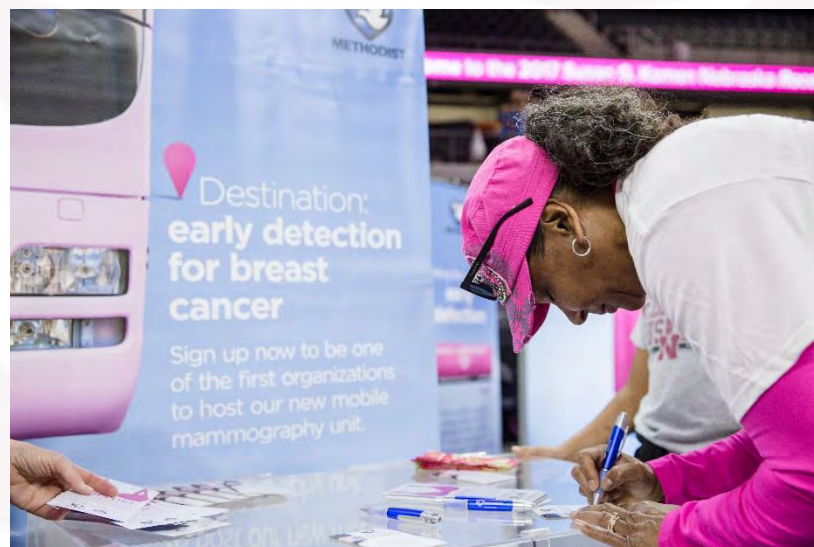






# PARTNERSHIPS & COLLABORATIONS

## Susan G. Komen Race for the Cure Event







# PARTNERSHIPS & COLLABORATIONS

## Creighton Basketball Pink Out Event







# PARTNERSHIPS & COLLABORATIONS

## Heart Month – National Wear Red Day

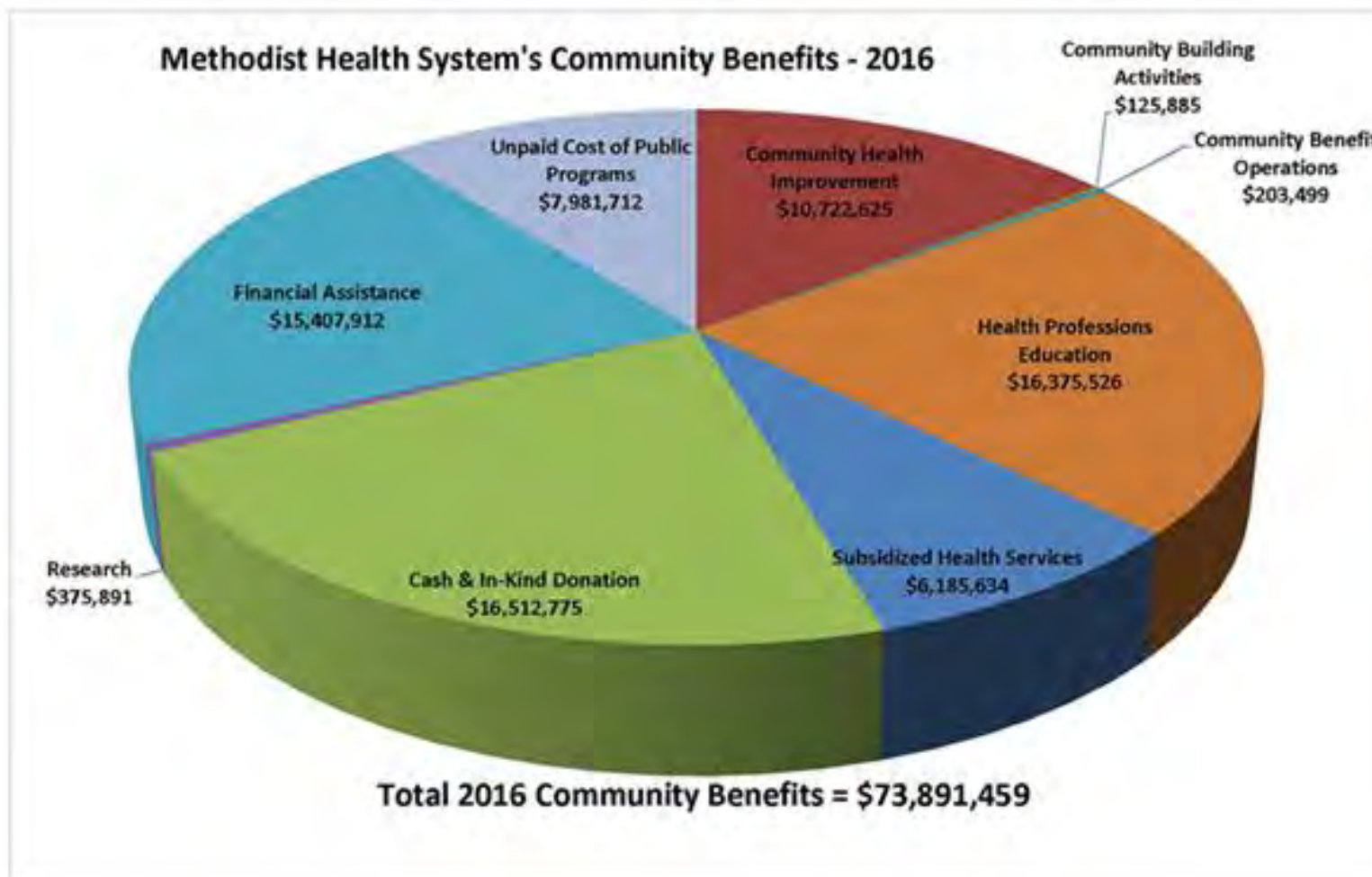






# PARTNERSHIPS & COLLABORATIONS

## Community Impact





# **QUALITY & SAFETY**



# QUALITY & SAFETY

What is wrong with this picture?







# QUALITY & SAFETY

What is wrong with this picture?







# QUALITY & SAFETY

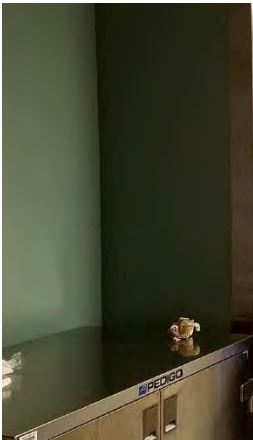
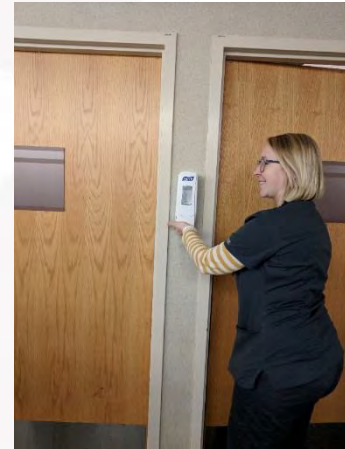
What is wrong with this picture?





# QUALITY & SAFETY

## HAND HYGIENE







# QUALITY & SAFETY

## Centers for Medicare/Medicaid

### Quality Payment Programs

#### VALUE-BASED PURCHASING

Performance Period: Jan 2018 – Dec 2018

Safety	Person and Community Engagement	Clinical Care	Efficiency
<ul style="list-style-type: none"><li>• SSI Colon</li><li>• SSI Abdominal</li><li>• Hysterectomy</li><li>• C. Diff</li><li>• MRSA</li><li>• CAUTI</li><li>• CLABSI</li><li>• Elective Delivery Prior to 39 Weeks</li></ul>	<ul style="list-style-type: none"><li>• Patient Experience of Care and Care Transitions</li></ul>	<ul style="list-style-type: none"><li>• AMI 30-Day Mortality Rate</li><li>• HF 30-Day Mortality Rate</li><li>• PNA 30-Day Mortality Rate</li></ul>	<ul style="list-style-type: none"><li>• Medicare Spending per Beneficiary</li></ul>

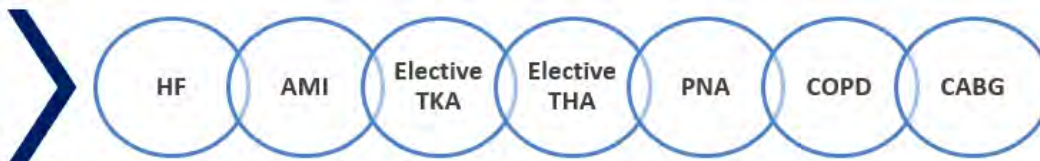
#### HOSPITAL ACQUIRED CONDITION REDUCTION PROGRAM

Performance Period: Jan 2017 – Dec 2018

PSI 90 Composite	Hysterectomy
SSI Colon	SSI Abdominal
MRSA	C. Diff
CAUTI	CLABSI

#### HOSPITAL READMISSION REDUCTION PROGRAM

Performance Period: July 2015 – June 2018







# QUALITY & SAFETY

## Hospital Penalties NMH/WH

NEBRASKA METHODIST/WOMEN'S HOSPITAL ADJUSTMENTS  
2015 - Jan 2018





# QUALITY & SAFETY

## Nebraska Methodist Star Rating

- 2016 = 3 Stars; 2017 = 2 Stars (National Average: 3 stars)
- 'Above the National Average' on 3 measures
- 'Below the National Average' on 1 measure

Methodist - Star Report Comparison

		2015	2016	2017
Stars		3	3	2
Summary Score		-0.034	0.05	-0.39
Comparison to National Average	Mortality	N/A	Same	Same
	Safety of Care	N/A	Below	Below
	Readmission	N/A	Above	Above
	Patient Experience	N/A	Above	Above
	Effectiveness of Care	N/A	Same	Same
	Timeliness of Care	N/A	Same	Same
	Medical Imaging	N/A	Above	Above

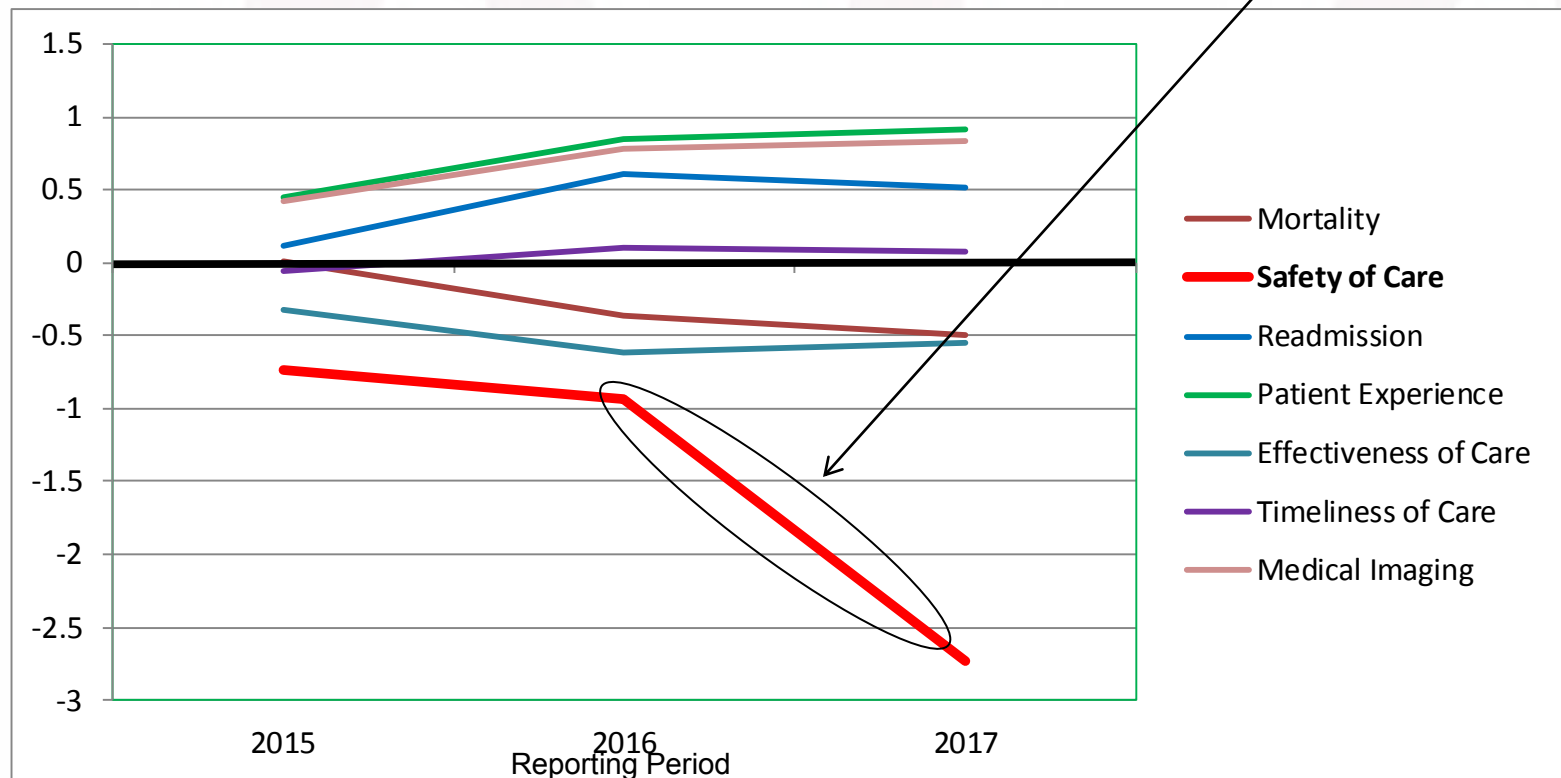


# QUALITY & SAFETY

## Area of Opportunity in Star Rating Measures

**Safety of Care** accounted for most of the 2017 decline in performance.

Quality Measure Groups







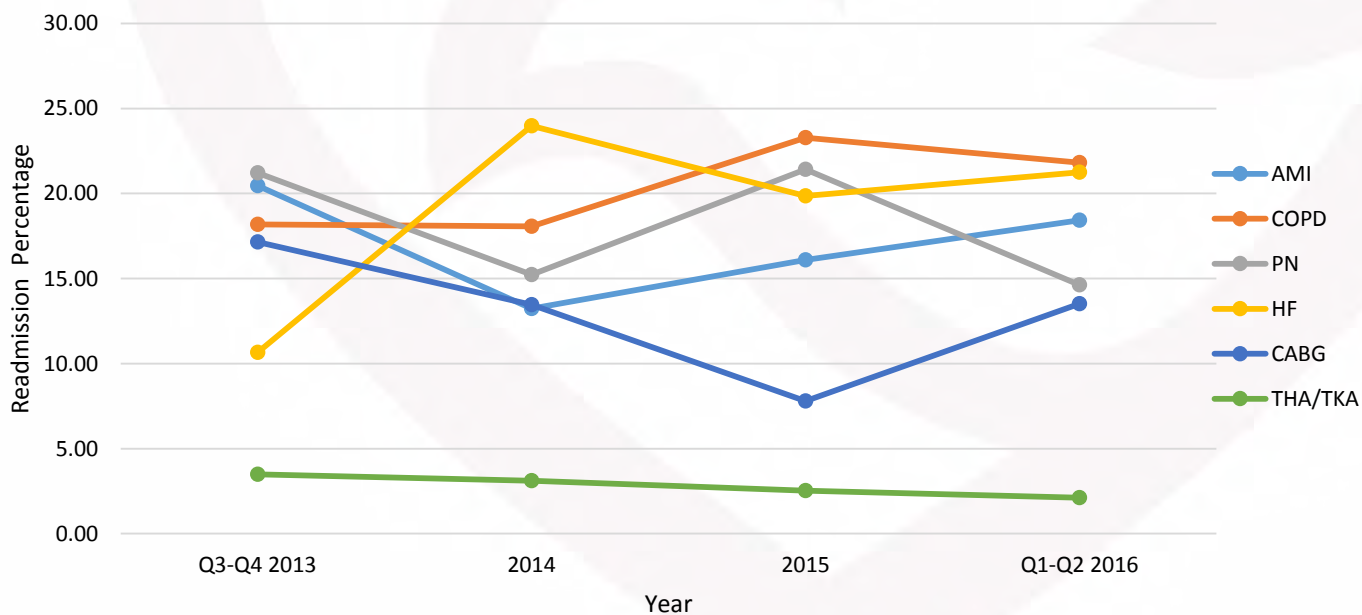
# QUALITY & SAFETY

## Readmissions

### Hospital Readmission Reduction Program Q3 2013- Q2 2016

Measure	NMH Readmission Rate	Observed Rate in Nebraska	National Observed Rate
AMI	16.7%	15.7%	16.0%
COPD	19.7%	19.5%	19.8%
PN	17.9%	16.7%	17.0%
HF	20.7%	20.5%	21.6%
CABG	12.9%	12.6%	13.6%
THA/TKA	3.4%	4.1%	4.4%

### Methodist Readmission Rate Q3 2013- Q2 2016

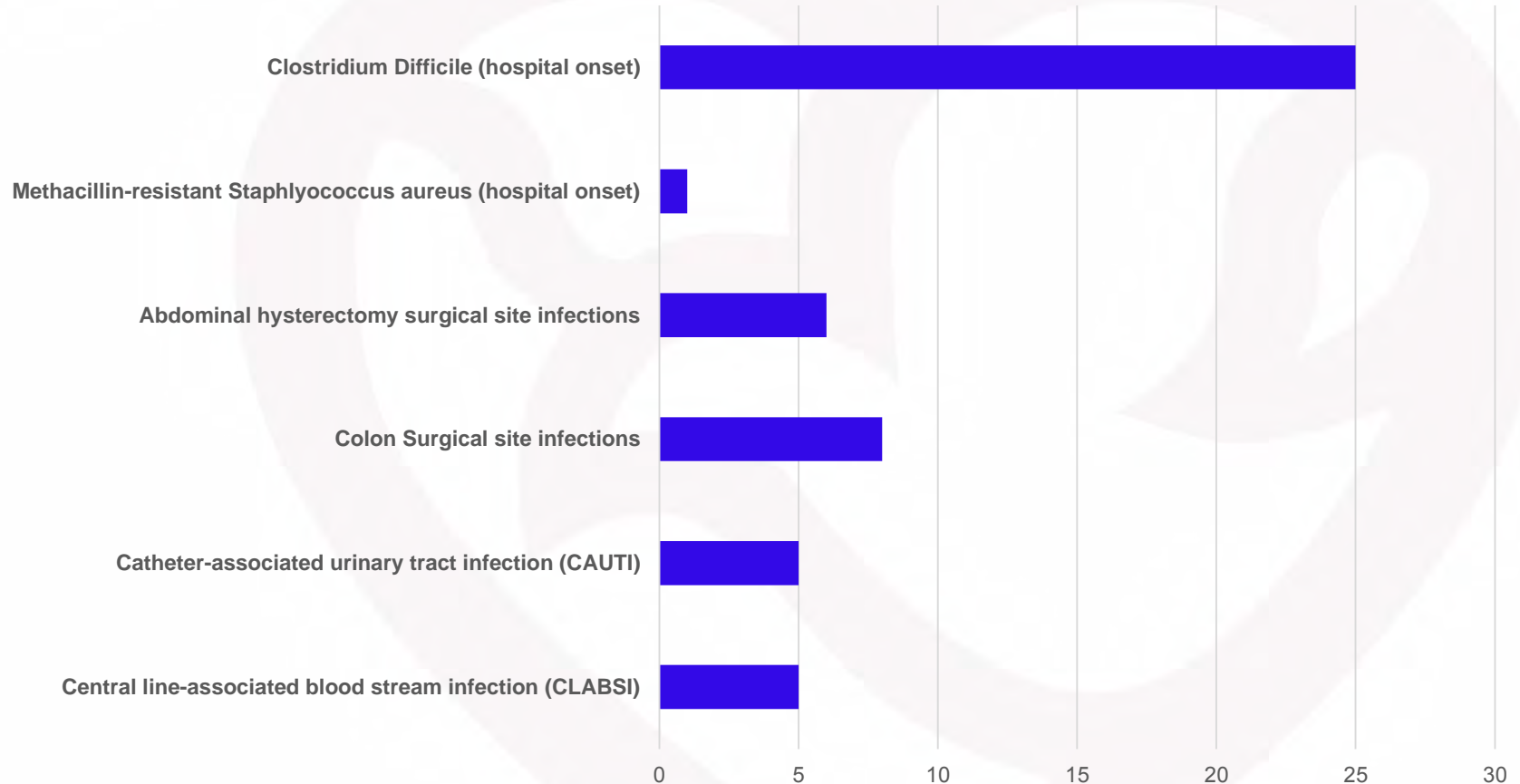




# QUALITY & SAFETY

## 2017 NMH/MWH Infections

NMH/MWH 2017 YTD Infections Across All Units



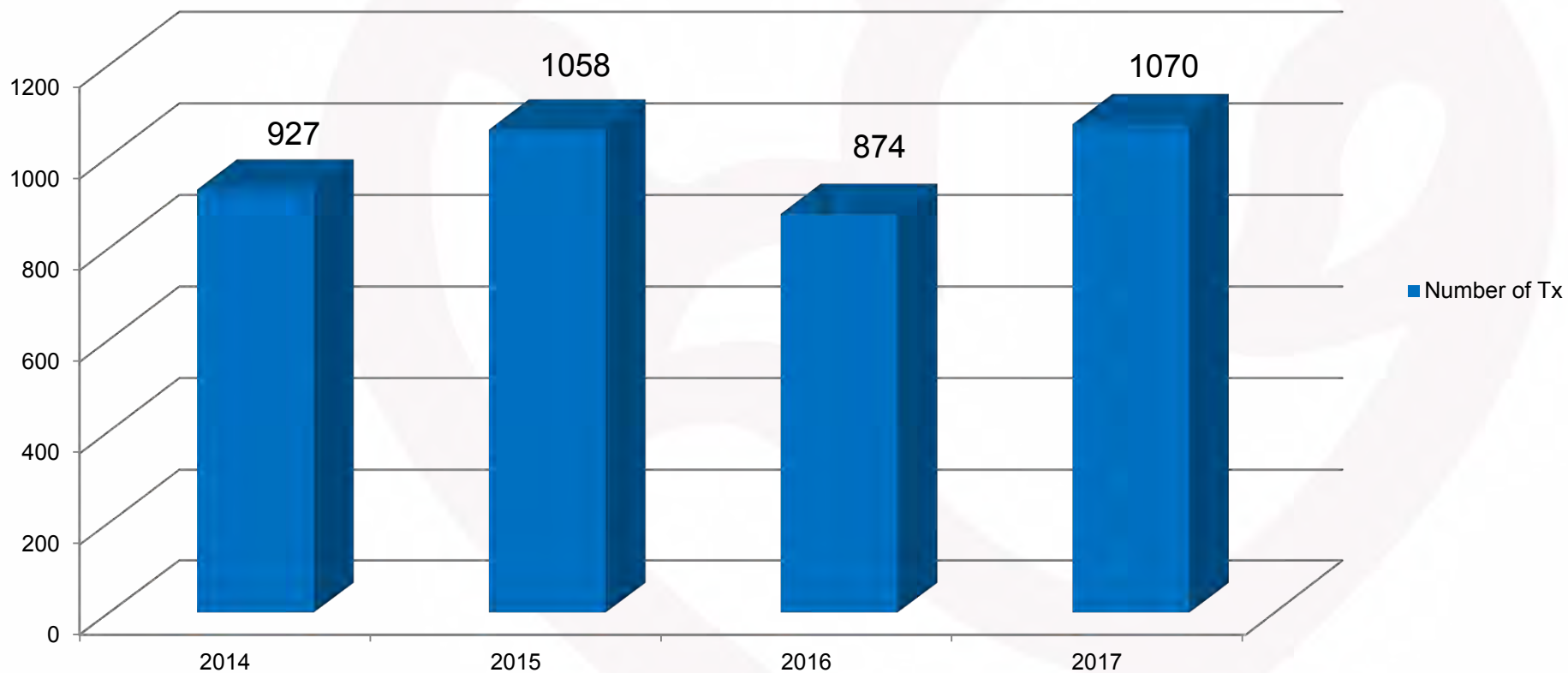
Goals: Zero patient harm and Zero penalties associated with harm



# QUALITY & SAFETY

## Number of Dialysis Treatments

**Methodist - Year to Date**



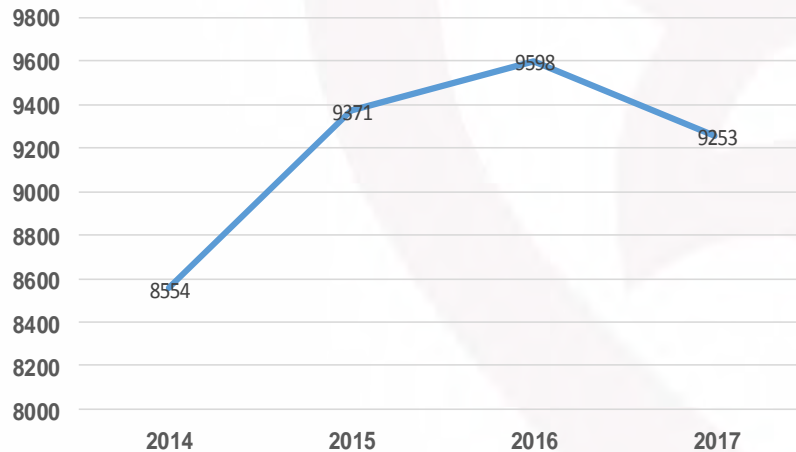




# QUALITY & SAFETY

## Geriatric Resource Nurse Model in the ED

Number of Older Adults Seen in MH ED



% All MH ED Visits Older Adults



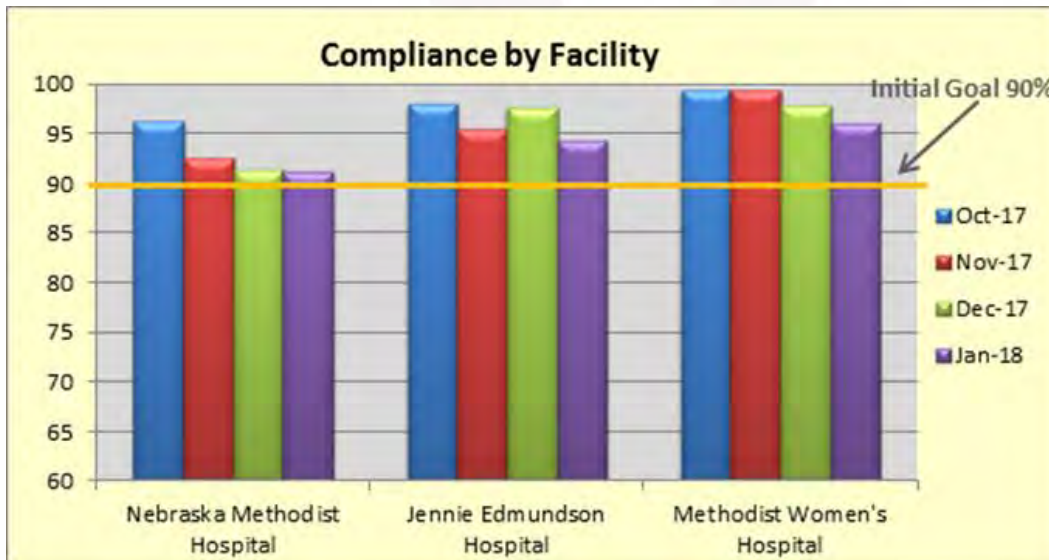


## QUALITY & SAFETY

### Patient ID Specimen Scan

National Patient Safety Goal: Improve Accuracy of Patient Identification

- Go-live – 10/3/2017
- Methodist/Women's/Jennie Edmundson
- Combined Effort of Quality, Patient Care, Lab, & IT
- Goal: Positive Patient Identification on all non-provider collected specimens
- Use at least 2 patient identifiers (name or DOB & bar code scan)
- Scan patient arm band, print label for specimen container



#### Specimens Tracked

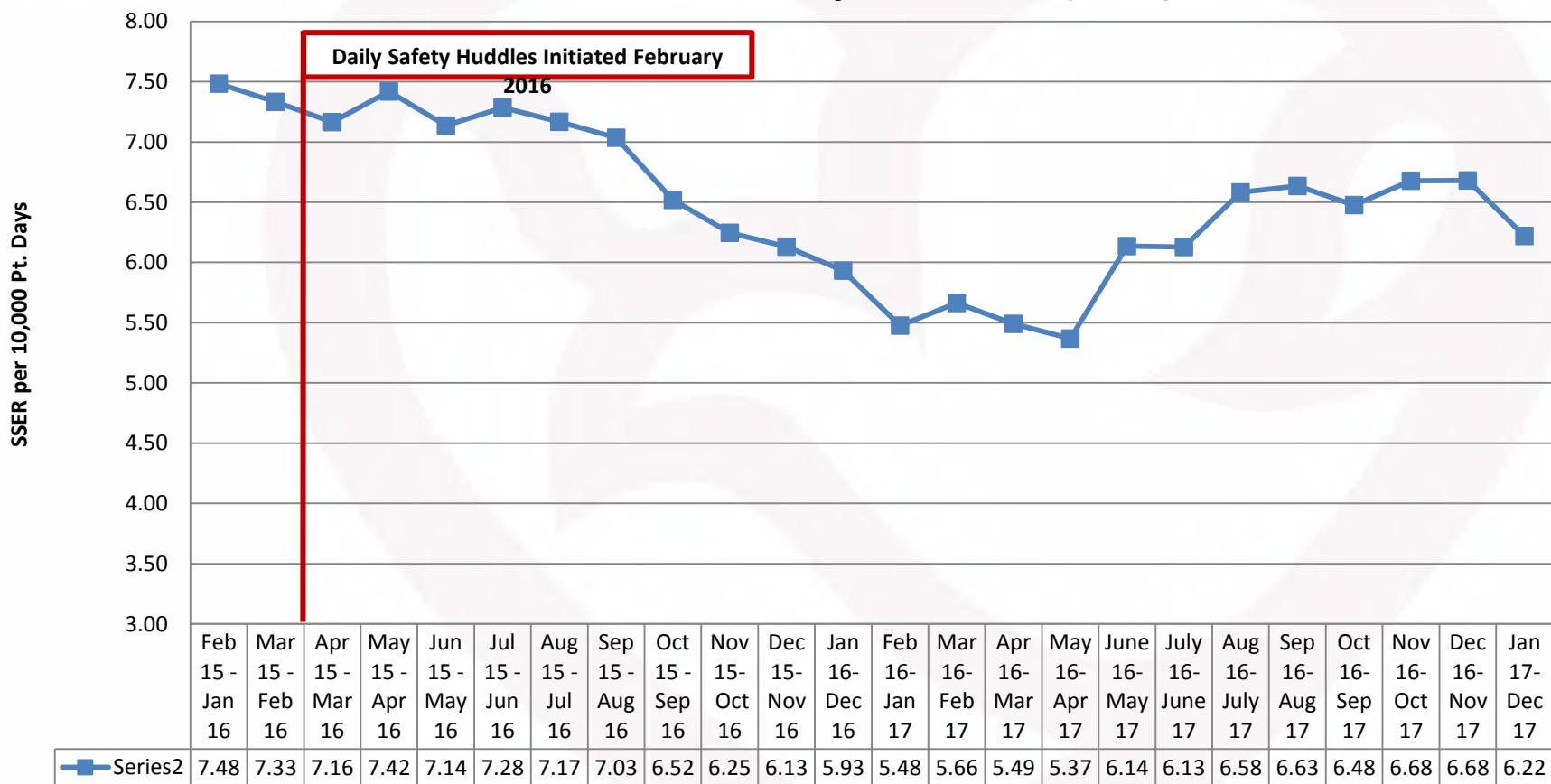
Oct.	38,281
Nov.	40,729
Dec.	43,537
Jan.	46,300



# QUALITY & SAFETY

## Serious Safety Events

**NMH & MWH Serious Safety Event Rate (SSER)**







# QUALITY & SAFETY

## Accreditations & Certifications

- NMH & MJE awarded Chest Pain Certification from TJC
- CARF Certification - upcoming
- Stroke Ready at MWH
- Stroke Certification
- MWH achieves Safe Sleep Hospital Champion Designation
- Perinatal Certification - Pending
- MECC receives accreditation by the Foundation for the Accreditation of Cellular Therapy (FACT)
- MHS Marketing nationally recognized by eHealthcare Leadership Awards for online communications



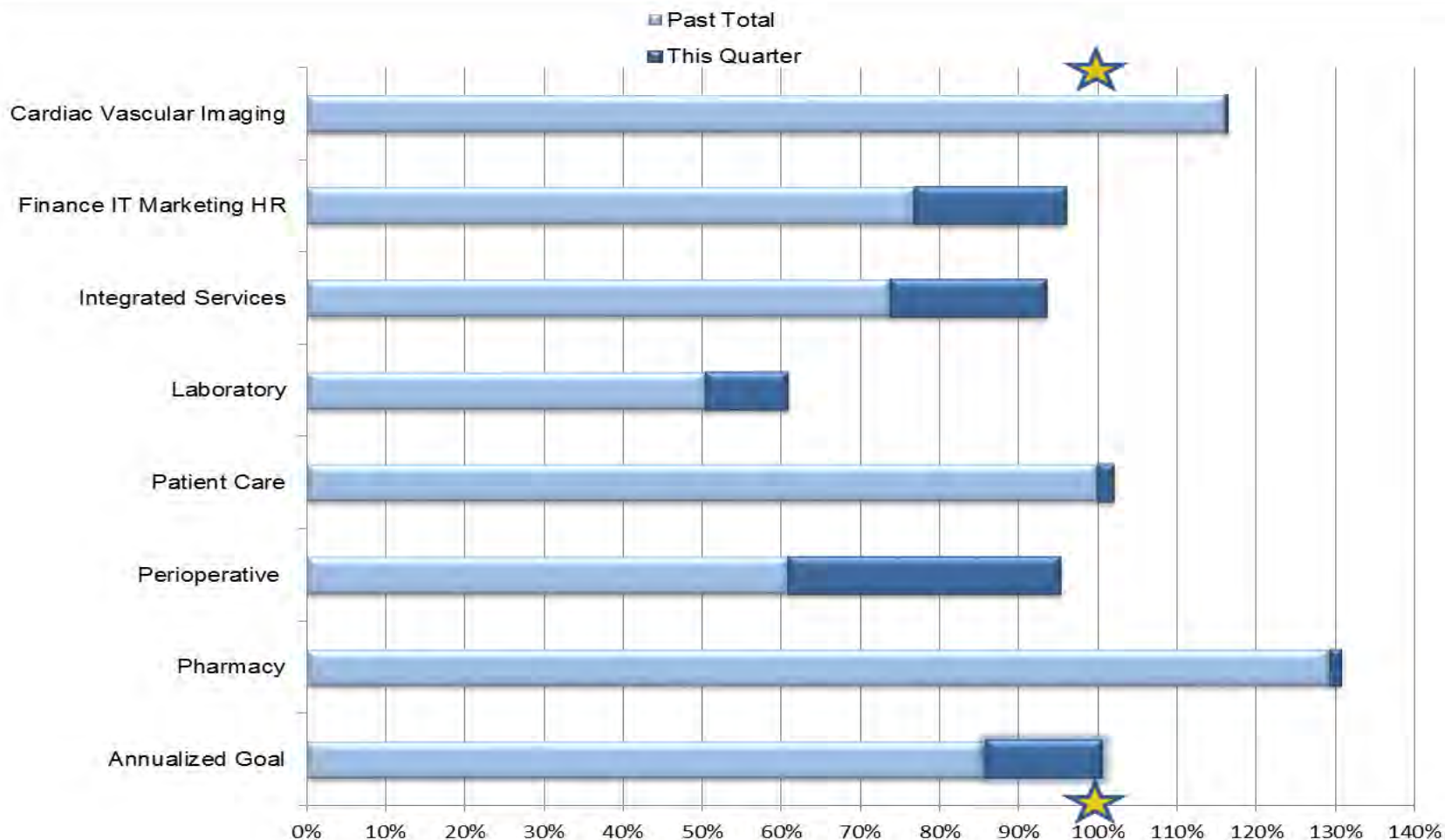


# **FINANCIAL VIABILITY & SYSTEM EFFICIENCY**



# FINANCIAL VIABILITY & SYSTEM EFFICIENCY

## Percentage of Goal Achieved 2017



**100.4% or \$7.03 MM Achieved Toward \$7 MM Goal**

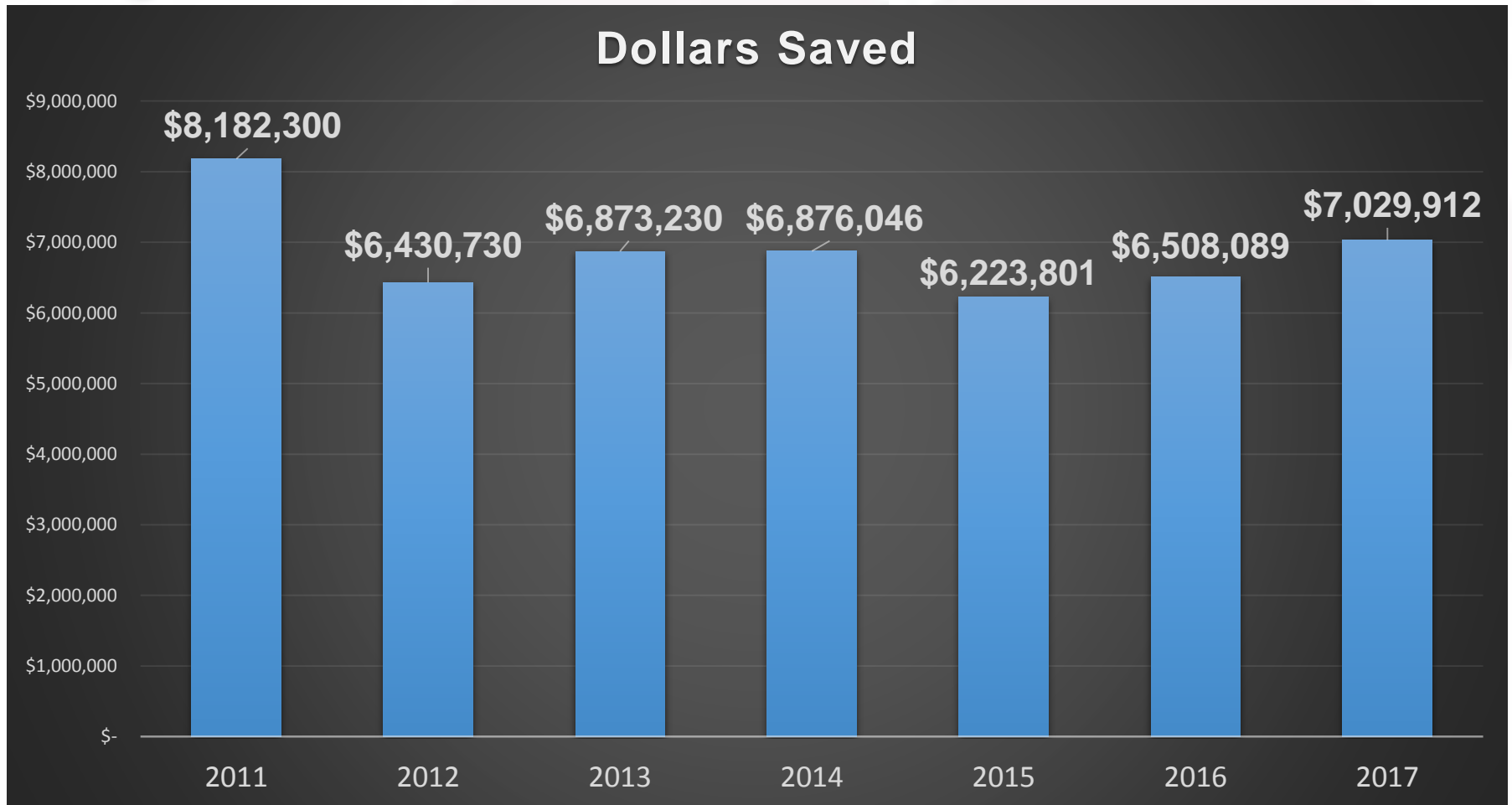




# FINANCIAL VIABILITY & SYSTEM EFFICIENCY

## VAT Savings

### Dollars Saved



**TOTAL SAVINGS OF \$48,124,108**



# FINANCIAL VIABILITY & SYSTEM EFFICIENCY

## Sensible Savings



### Monthly Winners

Chris Scott – MH

Sarah Colpitts – MJE

Geri Wentz – MH

### Quarterly Android Device Winner

Janell Nielsen – Trial of Lower Cost

Photon Blade in EP Lab

FY17 Opportunities	
Received	74
Lunches Given	74
Pursued	31
Implemented	26
Resulting Savings	<b>\$216,827</b>

FY17 Opportunities	
Company	
Nebraska Methodist College	-
Nebraska Methodist Hospital	33
Women's Hospital	8
Methodist Jennie Edmundson	20
Methodist Health System	3
Shared Service Systems	-
Methodist Physicians Clinic	10
	<b>74</b>



# FINANCIAL VIABILITY & SYSTEM EFFICIENCY

## Sustainability

**Sustainability:** Preserving the world's resources.



A truly sustainable organization carries out its mission with net-zero environmental impact, no negative trace of its existence for future generations.

### Progress:

- Since 2008, shredding events collected 684 tons of paper for recycling.
- In 2016, recycled more than 172 tons of paper, plastic, and cardboard.
- MWH feeds electricity back into the power grid at the request of OPPD during peak power usage.
- By switching to microfiber mops, saved more than 3.5 million gallons of water over past six years.
- New Corporate headquarters designed and built for Energy Star certification.





# FINANCIAL VIABILITY & SYSTEM EFFICIENCY

## Sustainability

### **Mission 2030: Our Moon Shot Toward Sustainability**

Energy Emissions

Water Consumption

Waste Diversion Rate

Commuting to Work

Sustainability Engagement



# FINANCIAL VIABILITY & SYSTEM EFFICIENCY

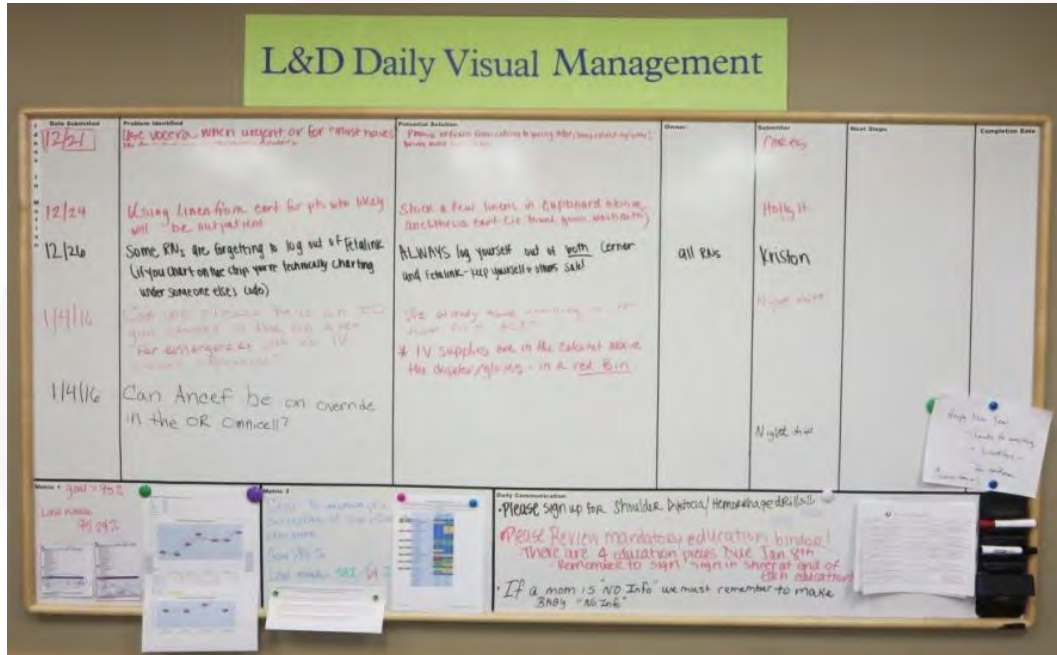
## Lean Major Initiatives Underway

- MHS Daily Visual Management
- NMH Compressed Gas Cylinder A3 Project
- A3 Project: Commode Inventory Management
- NMHS Patient Education
- NMH Sterile Processing Department Case Cart Management
- Opioid Guardianship
- NMHS Hospital Safe Patient Handoff – FMEA
- Lean Program A3 Training Development & Deployment
- Clinical CI Structure Refinement A3 Project



# FINANCIAL VIABILITY & SYSTEM EFFICIENCY

## DVM Update - New Boards



### Methodist Hospital

- Patient Transport
- Outpatient Surgery
- Pre-Surgery
- Acute Rehab
- Med Surg
- Progressive Care

### Women's Hospital

- OB GYN
- Mother Baby

### MJE Hospital

- Birthing Center
- Pharmacy (KaiNexus)





# FINANCIAL VIABILITY & SYSTEM EFFICIENCY

## Cost Savings Initiatives

### Printer Conversion/Reduction Project

- Monthly Savings of \$36,187
- Annual Savings of \$434,244/year





# **PEOPLE, CULTURE & SERVICE EXCELLENCE**



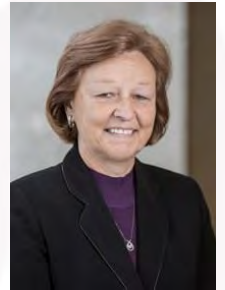
# PEOPLE, CULTURE & SERVICE EXCELLENCE

## Awards & Recognitions



John Fraser & Steve Goesser named among top CEOs to know in Becker's Hospital Review.

Sue Korth repeats as member of Becker's Hospital Review Top 130 Women Leaders.



Dr. Greg Hutteger named to Becker's Hospital Review list of 50 Hospital & Health System CMIOs to know.

Josie Abboud receives American College of Healthcare Executives (ACHE) Regent's Award.



Kelsey Haswell selected to serve on the Greater Omaha Chamber Young Professional Council Board.





## PEOPLE, CULTURE & SERVICE EXCELLENCE 2017 Advanced Education

Associate's Degree – 6 employees

Bachelor's Degree – 26 employees

Master's Degree – 8

Doctorate Degree - 2





# PEOPLE, CULTURE & SERVICE EXCELLENCE

## The Terrace - Opening Spring 2018

Many thanks to staff, volunteers, and providers for their gracious support!





# PEOPLE, CULTURE & SERVICE EXCELLENCE

## Animal Assisted Therapy

### Animal Assisted Therapy

- Historically just on 4 South & 7 South
- Have been testing an expansion of the program on 6 South & 6 North.
- Facilitated by Methodist Hospital Volunteer Services partnering with Therapy Animal programs.
- Will now expand to other units, as handlers and their dogs are available.
- Programs at MWH and MJE will be developed also.



Dude, dressed for the holidays,  
with a Methodist patient





# PEOPLE, CULTURE & SERVICE EXCELLENCE

## Patient & Guest Services

### Mobile Gallery / Mobile Art Cart





# PEOPLE, CULTURE & SERVICE EXCELLENCE

## Mobile Gallery

### Evolution of the hospital room







# PEOPLE, CULTURE & SERVICE EXCELLENCE

## OPTIONS FOR ART CATEGORIES







## PEOPLE, CULTURE & SERVICE EXCELLENCE

### Physician Satisfaction Survey Results

- Survey Date: Sept-Oct 2017
- 302 participants

As a Place to Practice – 96.8 percentile

Quality of Care – 97.2 percentile

Overall Physician Engagement – 92.1 percentile



# PEOPLE, CULTURE & SERVICE EXCELLENCE

## 2018 Physician Leaders



Tamara Doehner, M.D.  
President



David Goldner, M.D.  
President Elect



James Reilly, M.D.  
Past-President



John Cannella, M.D.  
Dept. Chair Medicine



Robert Bonebrake, M.D.  
Dept. Chair Maternal/Child



William Lydiatt, M.D.  
Dept. Chair Surgery



# PEOPLE, CULTURE & SERVICE EXCELLENCE

## Compassion Fatigue

### Symptoms

- Anxiety
- Self-doubt
- Withdrawal
- Hypersensitivity
- Irritability
- Interrupted sleep
- Loss of purpose
- Inability to concentrate
- Depleted energy

### Ways to combat Compassion Fatigue

- Practice self-care
- Set emotional boundaries
- Recognize and name feelings
- Develop appropriate work/personal life balance
- Maintain physical health
- Identify workplace strategies
- Seek professional assistance if needed
- Take time off when you need it





# PEOPLE, CULTURE & SERVICE EXCELLENCE

## Methodist/Women's Workplace Support

**B.E.S.T. TEAM = BioEthics Support Team**

### **Support for staff – including providers:**

- Defusing – immediate spiritual/emotional response to critical event
- EPACE (Emotional Processing After a Critical Event) – Follow up care (2-4 days) spiritual/emotional support.
- DELV (Do Ethics Live Virtue) Support:
  - Discussions – Support through education on general ethical and/or moral distress issues.
  - Debriefings – Support and closure for staff involved on specific ethical issues case.



## Patient & Family Advisory Council

- NICU
- Methodist Hospital
- Methodist Cancer Center



# PEOPLE, CULTURE & SERVICE EXCELLENCE DAISY AWARD WINNERS



Madison Cooper  
September 2017



Trudy Robeson  
October 2017



Catherine Enenbach  
November 2017



Marcy Heim  
December 2017



Haiden Brand  
January 2018



Daniel Gokie  
February 2018





# PEOPLE, CULTURE & SERVICE EXCELLENCE

## Methodist Hospital Employee of the Month Winners



Kirsten Engelken  
October 2017



Danielle Rischling  
November 2017



Lindsey Anderson  
December 2017



Jeremy Montgomery  
January 2018



Michael Koraleski  
February 2018



# PEOPLE, CULTURE & SERVICE EXCELLENCE

## Women's Hospital Employee of the Quarter Winners



Susan Jasman  
3Q17



Sara Pika  
4Q17



Cynthe Ford  
1Q18



# QUESTIONS