

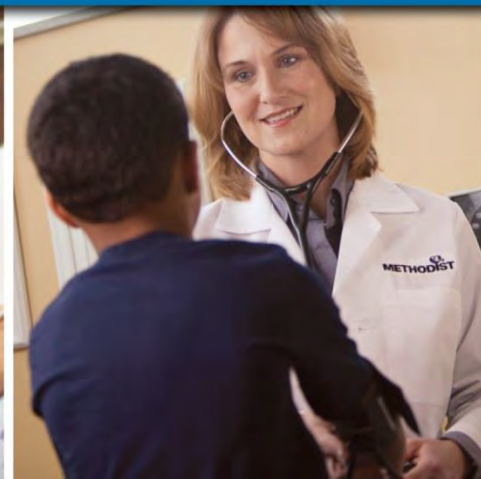


The Meaning of Care®

2018 Fall Employee Forums

Presented by Vice Presidents:

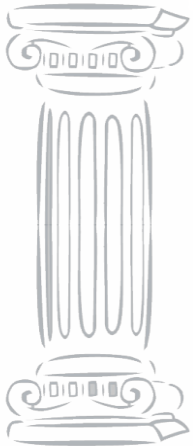
Josie Abboud, Teri Bruening, Sue Korth & Julie Murray



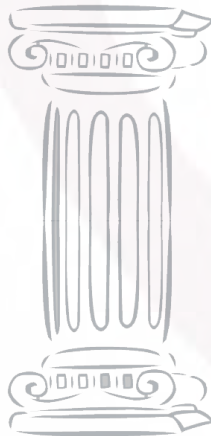


NMH/MWH Strategic Plans

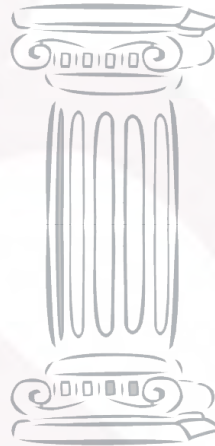
Smart
Growth



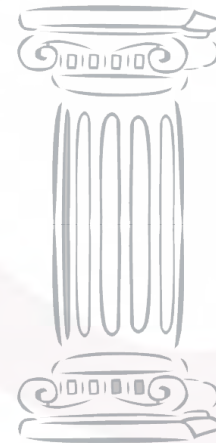
Commitment to
Community



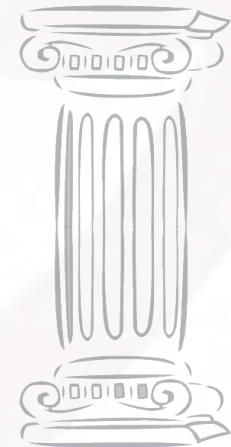
Quality, Safety
& Population
Health



Financial
Viability &
System
Integration



People,
Culture &
Service
Excellence





Smart Growth

Goals: Increase presence in the market

Strategic Initiatives:

- Anchor Service Line Growth
- Accessibility and Throughput
- Facilities Master Plan
- Telemedicine
- Consumer-focused



Smart Growth Statistical Trends

Statistical Trends	18-Aug	17-Aug	Results
Admissions	3,332	3,288	↑
Patient Days	10,871	10,845	↑
Births	455	492	↓
Surgery Cases	2,950	2,762	↑
ED Visits	3,385	3,256	↑



Smart Growth

Major Capital Purchases

Items Purchased

- Laryngoscope
- Ultrasounds
- Sialendoscope
- Computers
- Outdoor Dining Planters
- Citrix Licenses
- Barcode Scanners
- Endoscopy System
- Software
- Milk Warmer
- Respirator
- Photo ID Technology
- Security Readers & Doors
- Ventilators
- Mammography Unit
- Refrigerator & Freezer
- Incubator
- Water System Improvements
- Digital Media Equipment
- Concrete Improvements
- Server Systems
- Ford Truck
- Orthopedic Tools
- Interface
- Hospira Upgrades
- Blood Analyzer
- Dishwasher
- Ophthalmoscopies

Total Spent - \$12,819,762



Smart Growth

MH Surgery Project

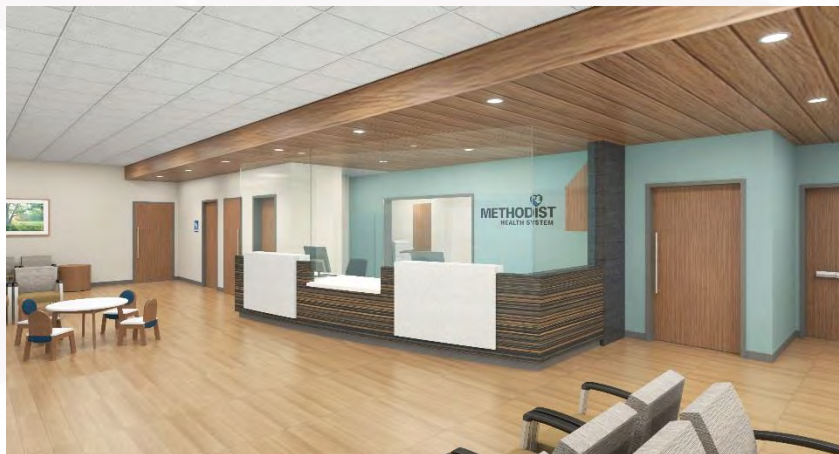
Improvements Influenced by the OR Project:

- Dedicated pharmacist and pharmacy tech to verify orders for perioperative services, along with preparing all medications for the perioperative arena.
- OR Supply & Sterile Processing relocated directly under the Operating Rooms.
- Discharge from the Operating Room



Smart Growth

MH Emergency Department Project





Smart Growth Cardiovascular Service Line

Implemented a Cardiovascular Service Line Council across the Methodist Health System to include NMH, MJE & MPC.

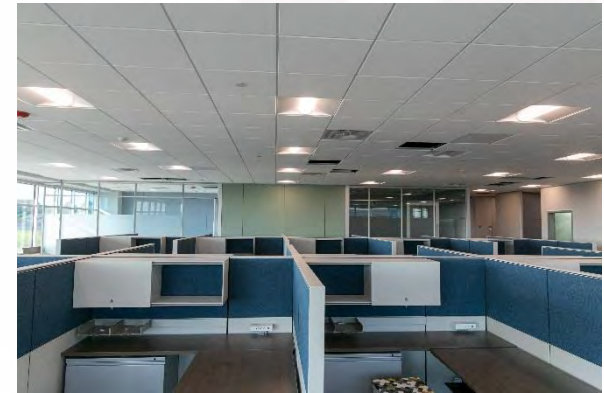
Council Members:

Josie Abboud, Teri Bruening, Peggy Helget, Steve Baumert, Todd Grages, Charles Olson, M.D., Matthew Latacha, M.D., Michael Peters, M.D., John Park, M.D., John Batter, M.D., Tom Brandt, M.D., Jeff Prochazka, and Ann Polich, M.D.



Smart Growth

825 Building (Corporate Offices)



Departments Moving to the 825 Building:

MHS Administration, HR, Marketing, Integrated Services, Surgery Scheduling, Pre-Surgery, Diagnostic Scheduling/Care Management, Legal/Compliance, MHP, Finance, Financial Clearance, Business Office, MPC Administration, MPC Support, Clinical Coding/Tumor Registries, Quality & IT



Smart Growth Fremont Health

What does this mean?



- Strengthens our bond rating
- Increases our buying power
- Increases efficiencies throughout the Health System
- Fremont offers psychiatric care and a skilled nursing facility, which Methodist does not have on the Nebraska side today.



Commitment to Community

Goals: Improve the health of our communities

Strategic Initiatives:



METHODIST

- Community Health Needs Assessment
- Methodist Community Health Clinic



Commitment to Community



METHODIST



Commitment to Community

SANE/SART Twitter Campaign





Commitment to Community

Women's Leadership Conference (ICAN)





Commitment to Community

Methodist/Salvation Army/KETV Back to School Backpack Drive





Commitment to Community

The Terrace





Commitment to Community

8th Annual NICU Reunion



“Let’s Get Wild”

108 families
400 parade participants
20 sets of twins
5 sets of triplets



Commitment to Community

World Breastfeeding Week August 1-7, 2018



Omaha Children's Museum



Henry Doorly Zoo



Commitment to Community

Methodist Emerging Professionals Group





Commitment to Community

Meaning of Care Award Recipients

* **Jessica Lock** – ED * **Beverly Storm** – Progressive Care * **Jill Eckerman** – Community Counseling * **Joyce Clark** – Med Surg * **Deborah Harris** – Med Surg * **Stephanie Barth** – Labor/Delivery * **Sbeidy Lopez Torres** – ACE * **Maureen Tichota** – Heart Consultants * **Erika De Mont** – Mother Baby * **Bobbie Lea Petersen** – Labor/Delivery * **Danielle TeKolste** – Mother Baby * **Natalie Robart** – Med Surg * **Catherine Enebach** – Labor/Delivery * **Garnet Blatchford, M.D.** * **Paul Jacobsen, M.D.** * **MH 9-South** * **MH 6-North** * **MH 5-South** * **MH 8-South** * **Debra Yeaman** – Mother Baby * **Shiloh Schmid** – Med Surg * **Erin Traut** – Cardiac * **Stephen Allen** – Critical Care * **Melissa Mollner** – Med Surg * **Cyle Plumer** – Critical Care * **Christopher Vejnovich** – Cardiac * **Lindsay Temme** – Cardiac * **Tina Youngblood** – E.S. * **Maya Manjarrez** – Rehab * **MH 6-South** * **Kathy Cameron** – Care Mgmt * **Brooke Killeen** – Rad Onc * **Lisa Lohr** – Rad Onc * **Jennifer Farrell** – Mother Baby * **Amy Hartigan** – Infusion Center * **Colleen Pfeifer** – Mother Baby * **Jennifer Poepppe** – Short Stay * **MH ED** * **Michelle McAvin** – Rehab * **Alyssa Mann** – Short Stay * **Virginia Haines** – NICU * **Angie Zavala** – NICU * **Annie Perry** – Progressive Care * **Tara Tipton** – ACE * **Sarah Cockle** – Physical Therapy IP * **Mary Hogan** – ACE * **Kassi Wright** – Labor/Delivery * **Miriah Jansonius** – Labor/Delivery * **MH Acute Rehab** *



Quality, Safety & Population Health

Goals: Improve outcomes and reduce variability

Strategic Initiatives:

- Evidence-based Clinical Guidelines
- Culture of Continuous Improvement
- Data Collection, Analytics & Clinical Decision Making
- Geriatric Health Integration throughout Health System
- Physician Participation & Leadership



Quality, Safety & Population Health

Hand Hygiene

2 million+ Healthcare-Associated Infections (HAIs) occur in US health care systems each year

What's the single best way to prevent HAIs?

- Hand hygiene!



Joint Commission Requirements:

- Comply with CDC and/or WHO hand hygiene guidelines
- Implement a hand hygiene program, monitor success, and steadily improve results

New in 2018:

- ONE INDIVIDUAL failure to perform hand hygiene will be cited as a deficiency
- Results in Requirement for Improvement (RFI)
- Comprehensive action plan will need to be submitted



Quality, Safety & Population Health

Annual Flu Shot Campaign



Earn Your Stripe!



FREE SEASONAL FLU SHOTS
Available for Employees:

Methodist Hospital - Centennial Room
Tuesday, September 25 | 7:00am to 3:00pm
Wednesday, September 26 | 7:00am to 3:00pm
Monday, October 1 | 7:00am to 3:00pm
Friday, October 5 | 4:00pm to 7:00pm
Thursday, October 11 | 2:00pm to 7:00pm
Friday, October 12 | 7:00am to 3:00pm
Tuesday, October 20 | 7:00am to 2:00pm

Methodist Women's Hospital - Criss Room
Thursday, September 27 | 7:00am to 2:30pm
Wednesday, October 3 | 2:30pm to 6:30pm
Tuesday, October 9 | 7:00am to 2:30pm

Corporate Offices - Ballroom
Tuesday, October 23 | 7:30am to 2:00pm

GET A SEASONAL FLU SHOT AT THIS PLANNED/ADVERTISED FLU CLINIC OR PROVIDE PROOF THAT YOU'VE RECEIVED ELSEWHERE AND GET A FREE LUNCHEON*
*FREE LUNCHEON DOES NOT APPLY IF RECEIVE FLU SHOT IN EMPLOYEE HEALTH OFFICE.

QUESTIONS? CALL EMPLOYEE HEALTH AT 402-354-5684.



Quality, Safety & Population Health

CMS Bundled Payment Care Initiative



Important
Information

Nebraska Methodist Health System will be participating voluntarily in the Bundled Payments for Care Initiative (BPCI) for 3 patient populations beginning October 1st, 2018.

- CHF
- AMI
- Outpatient PCI



Quality, Safety & Population Health

Medicare Inpatient Prospective Payment System (IPPS) Programs

3 Major Pay-For-Performance Programs

- Hospital Value-Based Purchasing Program
- Hospital-Acquired Condition Reduction Program
- Hospital Readmissions Reduction Program

2019 Penalties - \$1,000/month



Quality, Safety & Population Health



LEGISLATIVE
Update

LB 913 - Protection from Assault for NE Health Care Professionals

LB 140 - Non-Viable Birth Legislation

Sexual Assault Mandatory Reporting Update



Quality, Safety & Population Health

The Joint Commission Survey 2019

Mock Survey Preliminary Results

- Vizient Mock TJC Survey August 28-29
- Official report not yet in
- TJC currently ahead of schedule by four months



Quality, Safety & Population Health

Culture of Continuous Improvement

Educational Opportunities at NMC

- A3 Problem Solving
- Classes coming soon
 - Introduction to Continuous Improvement
 - Lean Leadership





Quality, Safety & Population Health

Culture of Continuous Improvement

Daily Visual Management Update

36 Boards are now in place!

Year	Ideas Submitted	Ideas Completed	Percent Completed
2018 YTD	463	413	89%
2017	698	606	87%
2016	438	302	69%
2015	216	139	64%



Quality, Safety & Population Health

Accreditations & Certifications



- Advanced Primary Stroke Certification
- Perinatal Care Certification



- College of American Pathologists (CAP) Re-accreditation
- IVF CAP Re-accreditation



Quality, Safety & Population Health

Professional Research Consultants Awards

5-Star Award

- HealthWest Outpatient Surgery
- WH OB GYN Services
- WH ED
- WH Outpatient Radiology
- WH Outpatient Surgery
- MH Infusion Center
- MH Breast Care Center
- MH Mammography
- MH Acute Care for Elders Unit
- MH Cardiac Unit
- MH Ortho Neuro Unit
- MH Short Stay Unit
- MH Med Surg Unit

4-Star Award

- MH Emergency Department

Top Performer Award

- Oncology Unit
- Inpatient Rehab

Award of Distinction

- WH Inpatient Services

Congratulations



Quality, Safety & Population Health

Good Catch Award

- Hospital staff or department who demonstrate their commitment to keeping patients safe
- Brand new
 - Monthly
 - On-unit award presentation
- How to nominate?
 - Submit variance!
 - Follow normal submission process
- First award presented in May 2018





Quality, Safety & Population Health



Smoking Computer



Vocera Battery Fire



Quality, Safety & Population Health

Pharmacy Optimization Project

- Impacted the prescribing of Opioids by cleaning up the language/sentences within the system.
- Reduced pharmacy duplicate alerts by more than 37%
- Standardized the pharmacy order catalog
- Updated drug & drug interactions
- Updated dose range checking content
- Improved build for therapeutic interchanges
- Implemented clinical pharmacy worklist mpage
- Improvement to billing and accuracy of ambulatory clinic billing
- Flu vaccine process changed to capture vaccinations
- Report updates in Lights On





Financial Viability & System Integration

Goals: Reduce overall cost structure and maximize revenues

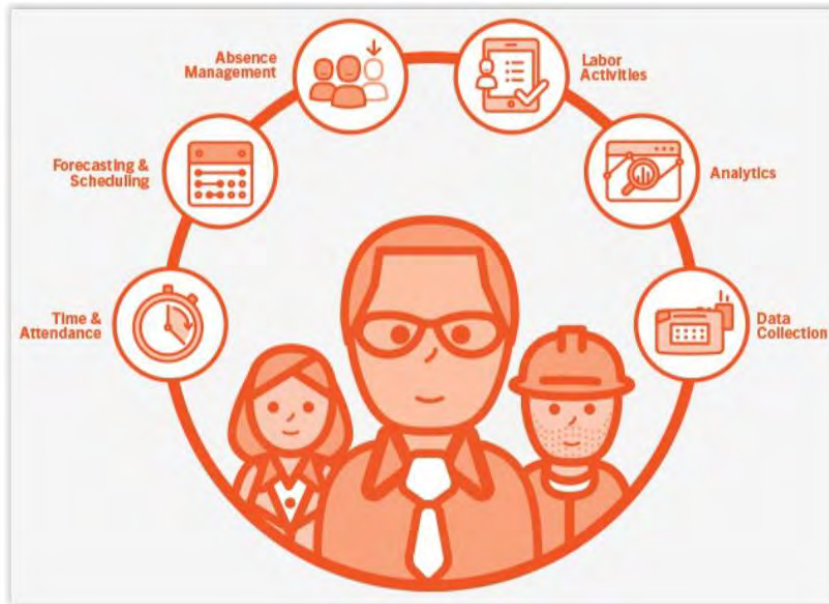
Strategic Initiatives:

- Lean
- Strategic Sourcing
- Revenue Cycle
- Productivity
- Management Reporting & Decision Support Systems



Financial Viability & System Integration

KRONOS Attendance Tracking



New Features:

- New Pay & Work Rules
- Clocking in on the PC
- Processing Time
- Decommissioned unsupported and unstable hardware/software

PHASE II

- Advanced Scheduling
- Absence Management
- Mobile Phone Access
- Analytics



Financial Viability & System Integration

How do Employees Impact Cost Savings?

Inventory Optimization

Methodist Hospital Surgery Core

Beginning Inventory Level: \$348,000
Ending Inventory Level: \$212,000
Par Inventory Reduced: 39%
Items Eliminated: 247

Lease vs. Own

Bed rental spend reduced 63% January –June 2017/2018
Repurposed beds to other Methodist facilities



Disposable vs Non-disposable Equipment

Sequential pumps

Heating/cooling pumps

Monitoring equipment – Pulse oximetry, cables/cords



Financial Viability & System Integration

Health System Savings Opportunity

Oximeter Probes



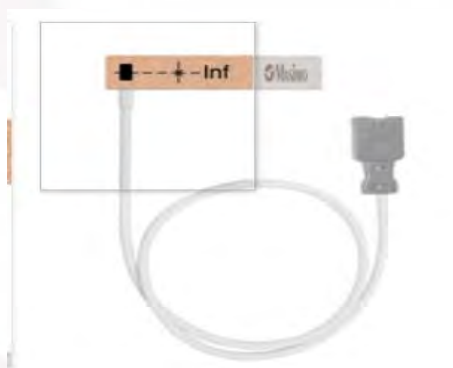
NON
disposable
Finger Probe
\$120.00 ea



Disposable
Finger Probe
\$7.70 ea



NON
Disposable
Ear Probe
\$107 ea



Disposable
Finger Probe



People, Culture & Service Excellence

Goals: Exceed the expectations of patients and families

Strategic Initiatives:

- Just Culture
- Physician Relations
- Development Opportunities
- Nebraska Methodist College
- Sharing Knowledge
- Methodist Emerging Professionals (MEP)
- Succession Planning & Developing Leaders
- Service Excellence & Compassionate Care



People, Culture & Service Excellence

Mission Statement

**Improving the health of our communities
by the way we care, educate, and innovate.**



People, Culture & Service Excellence



“MHS Geriatric Health”

Create a system-wide solution for the unique needs of older adults

Why Focus on Geriatrics?

- Daily 10,000 people turn 65
- Daily 100 people turn 100
- Those 85+ are the most rapidly growing age group
- 1 in 5 Americans will be ≥ 65 in 2030
- Percentage of Older Adults at MHS
 - NMH 59%
 - MWH 0.5%
 - MJE 48%
 - MPC 23%



People, Culture & Service Excellence

Geriatric Models of Care at Methodist Hospital

Geriatric Resource Nurse
(GRN) in
Emergency Room

NICHE Hospital
Nurses Improving Care for
Healthsystem Elders

Geriatric Evaluation and
Management (GEM) Clinic
Head & Neck & Palliative
Care Program

HELP
Hospital Elder
Life Program

Acute Care for Elders
(ACE) Unit

AgeWISE
Geropalliative Care
RN Residency



People, Culture & Service Excellence

AgeWISE Graduates/Residents





People, Culture & Service Excellence

NICU Fellowship Course



Increases knowledge related to nursing care of term and pre-term babies:

- infant nutrition and feedings
- thermoregulation
- postpartum psychosocial concerns
- newborn assessments
- newborn complications



People, Culture & Service Excellence

Workforce Resilience

A Workforce Resilience

- Respond and adapt rapidly to threats posed
- Bounce back from stress, pressure, or disturbance
- Ready and willing to learn new skills or take on new roles
- Performs better under pressure



Barriers

- Moral Distress
- Ethical dilemmas
- Unsafe patient/visitor behaviors

Caring for the Caregiver

BHRT

BEST

Ethical Resolution Process

Debriefings

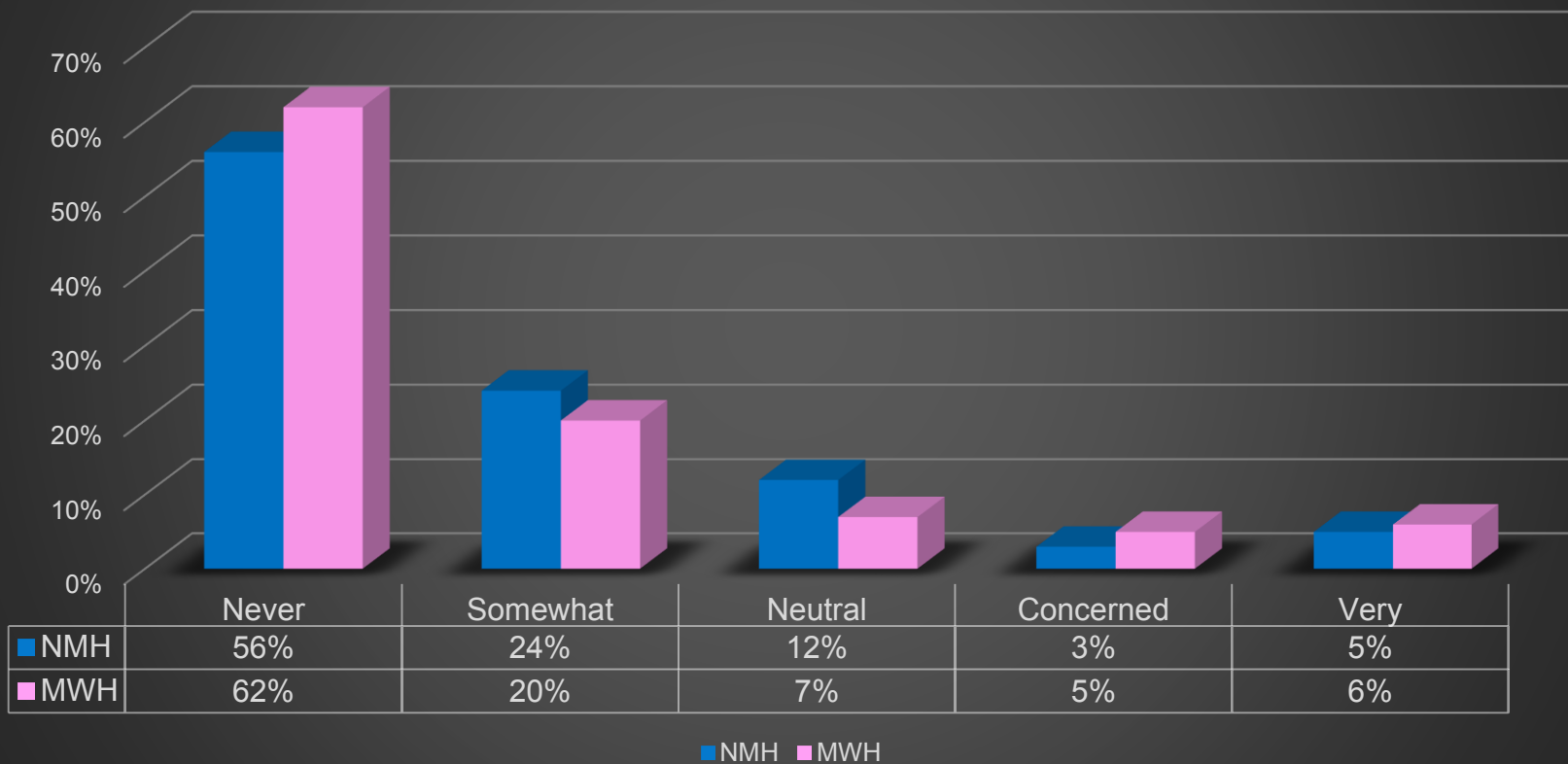
Training



People, Culture & Service Excellence

Workforce Resiliency

Level of Concern about Workplace Violence in Department/Work Area

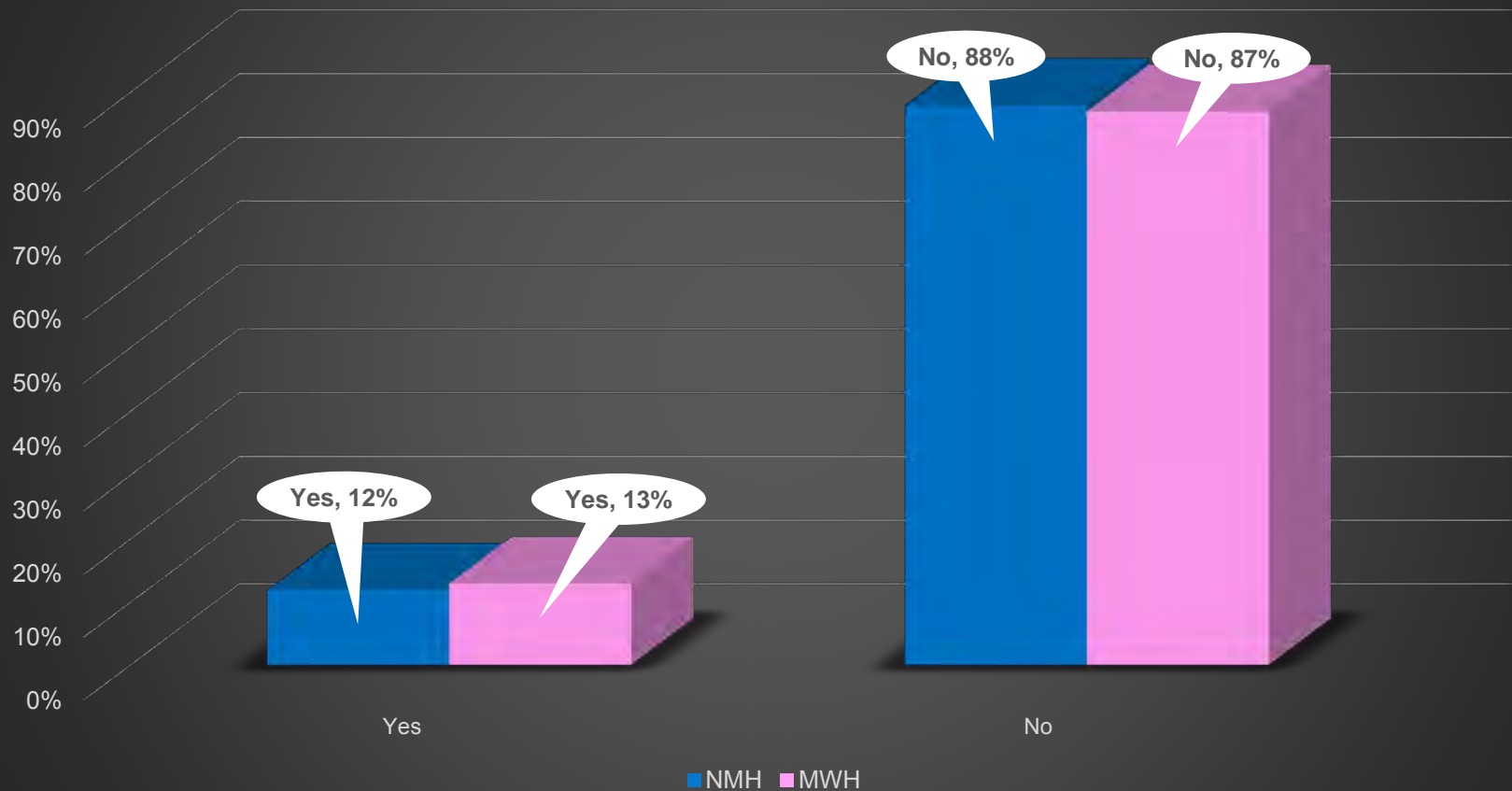




People, Culture & Service Excellence

Workforce Resiliency

Reported an Act of Workplace Violence

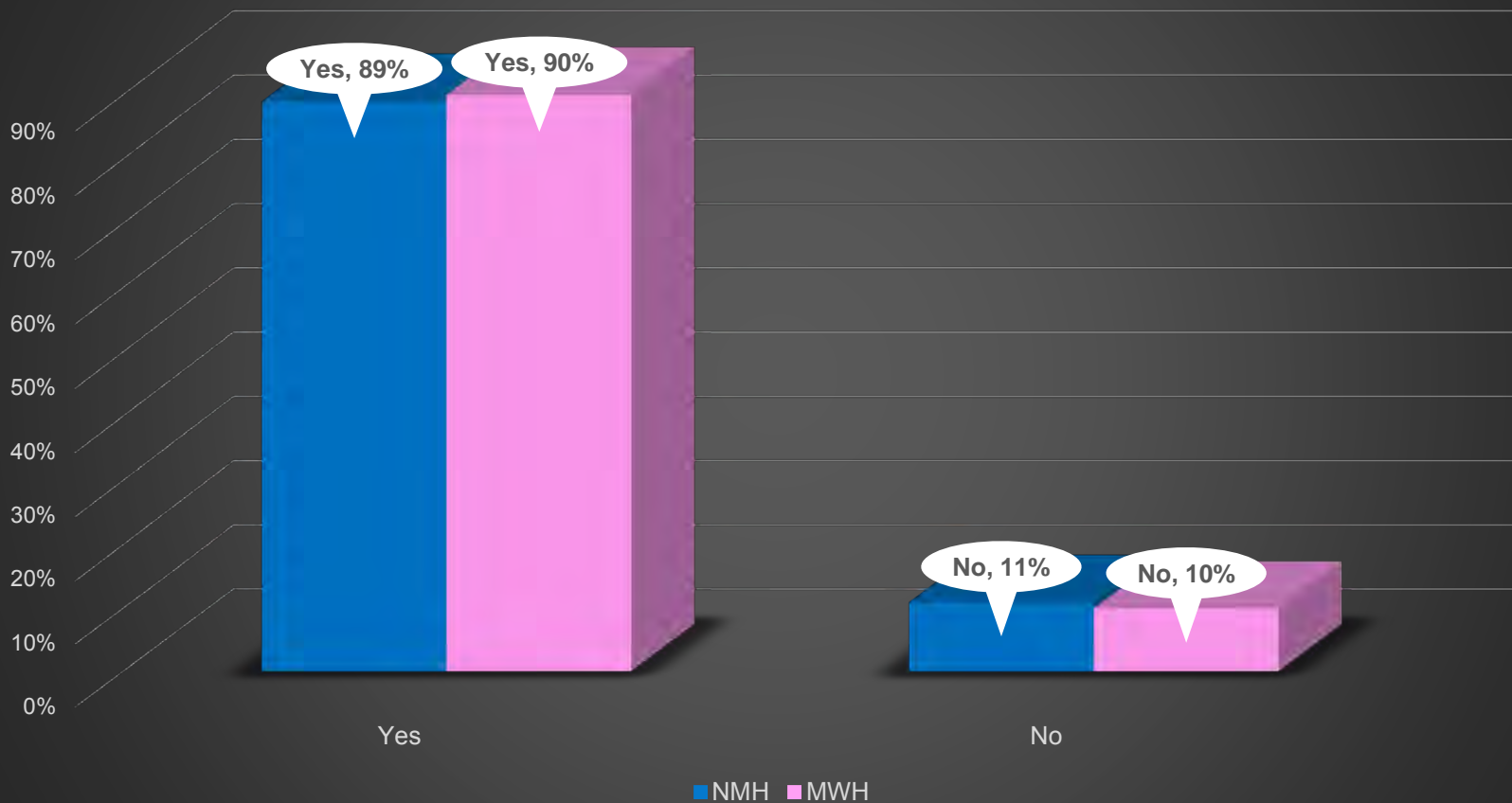




People, Culture & Service Excellence

Workforce Resiliency

Adequate Education on How to Report Instances of Workplace Violence





People, Culture & Service Excellence

Nebraska Methodist College



- 99% RN Board Pass Rates
- 2018 Best College of Nursing for men - AAMN
- DNP program awarded American Association of College of Nursing Innovation in Professional Nursing Education.
- Governor' Sower Wellness award
- *“Mindset-Heartset-Skillset”*



People, Culture & Service Excellence

Donation Drive Benefits NMC Pantry





People, Culture & Service Excellence

Methodist VIP Golf Event



1ST Place Men's Flight Winners
Steve Goltl, Phillip Wonder & Bob Taylor
(not pictured: Brandon Eaves)



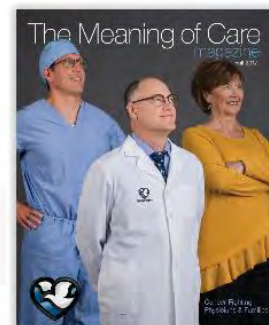
People, Culture & Service Excellence Awards & Honors



ESGR Honors MH for Exemplary Support to Employees who serve in our nation's forces with the Outstanding Performance certificate.



MHS Marketing department wins 18 National Awards



Methodist earns National Safety Council's Award highest award





People, Culture & Service Excellence

DAISY Award Winners



Britney Cope
March 2018



Haley Stoetzel
April 2018



Cortney Pasek
May 2018



Keri Kennon
June 2018



Miriah Jansonius
July 2018



Alyssa Mann
August 2018



People, Culture & Service Excellence

MH Employee of the Month



Michael Griffin
March 2018



Michelle Peterson
April 2018



Joel Erickson
May 2018



Shannon Lang
June 2018



Melanie Royal
July 2018



Julie Schumacher
August 2018



Molly Winecoff
September 2018



People, Culture & Service Excellence

WH Employee of the Quarter



Cynthe Ford
1Q18



Peter Marop
2Q18



Dawn Reynek
3Q18



People, Culture & Service Excellence

Caring Kind Employee of the Year



Michelle Peterson
Methodist Hospital



Cynthe Ford
Women's Hospital



People, Culture & Service Excellence

Nebraska Methodist Hospital—Omaha, NE



Fourth Magnet Designation



Methodist & Methodist Women's Hospital Achieve 4th Magnet® Designation

ANCC evaluates how well organizations perform in the five foundations of the Magnet Model and how leaders:



1. Transform the organization to meet changing needs.
2. Empower staff members and prepare them to face all challenges.
3. Promote exemplary professional practice.
4. Foster innovation within staff knowledge, clinical practice, and systemic improvements.
5. Measure and evaluate outcomes throughout the entire organization.

The Magnet Vision

"Magnet organizations will serve as the fount of knowledge and expertise for the delivery of nursing care globally. They will be solidly grounded in core Magnet principles, flexible, and constantly striving for discovery and innovation. They will lead the reformation of health care; the discipline of nursing; and care of the patient, family, and community."



People, Culture & Service Excellence

Caring Campaign Selfies

**Please consider donating to
the Caring Campaign!**





Thank you!