



Capital Medical Center's

News to You

Dec 2010/Jan 2011

Happy Birthday!

To all employees who are celebrating their birthday in December and January, Happy Birthday!

Don't forget to attend the monthly birthday luncheon hosted by our "O" team (Operations Team).

December's celebration will be Thursday, Dec. 9th from 11:30 to 12:30p.m.

January's celebration will be held on Thursday, Jan. 13th from 11:30 to 12:30p.m.

Come enjoy a great lunch prepared especially for this special day by our dietary department. Spend time getting to know fellow employees you may not have an opportunity to talk with.

If you can't make it in your month, come to the next one! Please let HR know if you are attending so we can ensure there is plenty of food!



People

Shining Stars

Everyone, please join us in congratulating our October Shining Star winners:

- ★ **TEENA MINNING, Accounting Department**
- ★ **CHAU NGUYEN, Dietary Department**

Each of these wonderful employees will receive \$100 in their next paycheck. They are eligible to win the Brightest Star Award (Employee of the Year) at our annual Christmas Party. The award is in the amount of \$2,000. Thanks to all who have submitted over the past few months. Keep those submissions coming! If you have an exceptional coworker who you think should be recognized, don't forget to nominate them.

Again, congratulations to the winners!



Pictured L to R: October winners, Teena Minning and Chau Nguyen and September winner, Cindy Weldin from Olympia Family and Internal Medicine



Ann Cook, RN

Brightest Star Awarded!

Registered Nurse, Ann Cook from our Emergency Department, was crowned Brightest Star at the CMC Christmas Party on Friday, December 3rd, 2010. Ann has worked in the Emergency Department at Capital Medical Center for nearly 23 years. A nursing student nominated Ann for the Shining Star because she believes Ann epitomizes quality nursing and that her patient care is beyond compare. Ann's dedication to ensuring our ER patients have warm clothes during the cold winter months is another example of what makes Ann shine so bright.

Ann will be awarded \$2000 in her next paycheck. She will be traveling to Thailand soon and commented that the money would come in handy.

☆☆☆☆
Congratulations Everyone!
☆☆☆☆

 Service

CMC Upcoming Hospital and Community Events



Christmas Tree Silent Auction Ends Dec. 23rd

The silent auction will end on December 23rd at 2:00pm. Bid sheets will be in the classroom for final bidding at 1:00pm leading up to the close of the auction. Items that are around the trees will be available for winning bidders to pay for and take home in time for Christmas. Items on the trees will be available to winning bidders after the new year. All Proceeds from this auction go to support the fight against cancer (American Cancer Society) through CMC's Relay for Life fund. Last year CMC raised nearly \$17,000 and was the 2nd highest fund-raiser in Thurston County. Questions: contact Renee Crotty at Ext. 1415.

Levi Days are December 23rd and 30th!

CMC's Levi Days will be the 23rd and 30th leading up to the holiday weekends. Levi badges can be purchased in administration beginning the Wednesday before each Levi Day. This is a great opportunity for those who do not typically work on Friday to participate in this fund-raising event.

February 2nd, 2011 is the Puget Sound Blood Center - Blood Drive at CMC!

Wednesday, February 2nd the Bloodmobile will be in the front parking lot taking blood donations from 12:30 - 3:30pm. Latte cards will be provided to each donor. Please sign up for this event at PSBC website at www.psbc.org.

STAFF EDUCATION

MS/ICU/ED Skills Fair Make Up

December 14th 0800-1200

AED, Code Cart and RRT Education

December 15th 1100-1300 CR
January 5th 1100-1300 CR

* *Stop by anytime—practice makes perfect!*

Work Place Violence Training

December 16th 0730-0845
1200-1315

* *This training is required for ICU, Registration and ED if you haven't taken it this year.*

BCLS

December 20th 1300-1600 CR

New Hire Nursing Orientation

December 28th and 29th

12 Lead EKG Part II

January 17th 0900-1500 CR

* *Must have completed Part I to attend*

NRCPR

January 21st 0900-1500

* *First Timers for Cardiopulmonary and WS*

Basic EKG Class

February 14th 1000-1600 PAV

New Hire Nursing Orientation

February 22nd and 23rd



SEEN & HEARD:

★ Marie Owen, ED Assistant Unit Manager & RN, was recently named Chair of the Region 3 Hospital Preparedness Committee.

AN EXAMPLE OF SERVICE EXCELLENCE... Seen through the eyes of an employee

I just wanted to take a minute and relay my appreciation for how DeLisa Smith went above and beyond yesterday...

A six year old boy with cerebral palsy presented to the ER with his dad because of a problem he was having with his gastric tube. The retention balloon that keeps the tube in the stomach had popped subsequently allowing the tube to come out. The dad put the tube back in and came in to get a new one. We do not stock this tube as it would most commonly be found in a hospital that offers pediatric interventional radiology. I spoke with the dad knowing immediately that we would not have this tube. You could see the disappointment on his face. He did not want to drive all the way to Mary Bridge Children's Hospital in Tacoma, register for another ER visit, wait and then finally get a new tube. I was fairly certain we could get one for him and save another ER visit. I dressed the tube down so that it would not pop out so they could leave. I told the father we would try to get a tube for him and call when it was here.

The Interventional Radiology Department at Mary Bridge in Tacoma said that they would allow us to have a tube. The problem I had was figuring out how to get the tube down here. Unable to send a courier and to go personally, I went to DeLisa to try and figure out a resolution. When I explained the situation she immediately said, "I'll go get it." A few hours later she returned with a 14 French 1.2cm Mic Key Button G-tube. I called the dad and told him we had the tube here ready to pick up at ER registration. He was very thankful.

When I explained the situation she immediately said, "I'll go get it." A few hours later she returned with a 14 French 1.2cm Mic Key Button G-tube.

I'm writing this because I feel we can get caught up in the day to day stressors that we think can be such a big deal. Then as employees, we see what others deal with every day. As a father myself, all it took was one look at the little boy's face to want to help them. DeLisa is my hero because I truly had no way to get the tube to CMC. The family is local and lives in West Olympia. What better PR than to service our community in this way? I know we can't always provide services like this, but this time we could. What a score for CMC in hiring DeLisa! People like her are who we need in the trenches taking care of the people in our community!

*Respectfully,
Brock Randazzo
Interventional Radiology*

Community Contributions

October & November 2010

- Olympia Downtown Association
- Washington Business & Healthcare Week Program
- South Puget Sound Community College Foundation
- Senior Services of the South Sound
- Salvation Army
- Tumwater Chamber Foundation
- Capital Mammography's Free Mammogram Clinic
- Thurston County Food Bank



Welcome!

NEW HIRES

Please join us in welcoming the following new employees to Capital Medical Center:

OCTOBER:

WADDLE, CHASTITY C., ICU RN
CEGLIA, MAUREEN A., Ultrasound Tech
REMUND, JEANNETTE B., Med/Surg RN
CARPENTER, TERESA L., Med/Surg RN
PARRICK, KENNETH R., Hskp. Floor Tech
GILLHAM, RHONDA J., Med/Surg RN
STEINEBACH, JESSICA, Med Rec Analyst

NOVEMBER:

BLANCHARD, MICHELLE J., CS Tech
EMONDT, KARLA, Med/Surg CNA
TONG, CARRIE J., Emergency Service RN
TABIL, MARY G., ICU CNA
WAGAMAN, CHRISTINA S., Dietitian
BAHRT, MEGHAN E., Ambulatory RN
TRAN, HIEN T., Ultrasound Tech

CMC welcomes Laura Raykowski



Laura Raykowski, ARNP, joined Elma Clinic in October 2010. She is a graduate of Pacific Lutheran University and has been a nurse practitioner for six years. Laura provides full-service primary care with a special interest in pediatric care and chronic illness.

ZEVALIN THERAPY Available at Capital Radiation Therapy



Dr. Randy Sorum administers the Zevalin Therapy injection at CMC.

What is Zevalin? And how does it work?

Zevalin Therapy is a specific type of radiation treatment that is administered through a simple injection and proven to be highly successful treatment for patients with a low-grade incurable lymphoma. It works hand in hand with Rituxan, a monoclonal antibody, in addition to chemotherapy. When a patient receives Rituxan the patient is given a body scan to ensure the antibody adheres to the cancerous area(s). The Zevalin is then administered a week later. The patient has minimal follow up to include a visit with their oncologist and a periodic CT scan to check for evidence of tumor relapse. Current data shows that Zevalin will give identical results to chemotherapy causing prolonged remission of this type of tumor; however, there are far fewer side effects on both a short-term and long-term basis.

This past August, Capital Radiation Therapy successfully treated their first patient with Zevalin Therapy. Deborah Barker, a patient of Doctors Robert Witham and Randy Sorum, was diagnosed with Follicular Lymphoma in late 2006. Initially she was treated with aggressive chemotherapy; but her body handled the chemotherapy poorly and living in Port Angeles made traveling for 6 to 12 cycles of chemotherapy extremely difficult. Because Zevalin has been proven successful in treating her type of lymphoma, it was determined that Deborah was an excellent candidate for this type of radiation therapy. Deborah is doing wonderfully! Her six week (post Zevalin) follow up showed that she is currently not exhibiting treatment related symptoms, nor is there evidence of disease.



Patient Access Services.....Who are they? What do they do?

Registration? Admissions? Patient Accounting? Business Office?

Patient Access is a department of 25 - 30 employees who cover a multitude of responsibilities that enable each and every patient to flow through Capital Medical Center in one capacity or another. We are the front door to the facility, be it for the emergency department, outpatient, admissions or every day phone calls.

We have a communications department answering every call that comes into the hospital. The PBX team keeps the phone lines moving, greeting every caller, transferring calls, answering questions, providing directions, and with the smile in their voice, invite each person who calls to think again about what a kind and friendly place Capital Medical Center is.

If a patient needs a diagnostic or screening exam done, we have a team of schedulers taking calls all day, every day working with physician offices and patients to provide the most convenient opening at the earliest time. We screen patients for each exam and provide them crucial information regarding the prep for their exam. We review each OP physician order to be sure it's compliant and for our Medicare patients, we run a medical necessity screening to be sure that Medicare will pay for exam.

Once a patient is scheduled we verify their insurance to be sure they are covered for the services ordered by their doctors. We evaluate, based on who the insurance company is, whether the scheduled procedure will require authorization. We coordinate with physician offices, Case Management, Occupational Medicine and patients to be sure that the insurance has all the required documentation prior to service in order to get a needed authorization. We review their benefits to determine if the patient will owe any money at time of service.

If a patient does have a financial responsibility for their upcoming visit, our financial counselor gets involved to review things like deductible, copay and co-insurance. Managed care contracts are reviewed to find out what the hospital will receive for the service and then the financial counselor gets an estimate calculated on what the patient will likely owe. We will attempt to contact the patient to let them know what they can expect to owe for their services, then we offer a 25% prompt pay discount if they can pay their estimate when they come in. 25% right off the top! What a great deal!

Registration – everyone knows what this is, right? Well maybe.

Yes, we register every patient that comes through our doors. We greet each patient, we verify their information, and there are some patients that don't go through our insurance verification office, so registration verifies the insurance. Registration will also collect any money due, they too run medical necessity screening on some patients and review orders to be sure they are compliant. We get consents signed, we explain HIPAA, we ask MSP questions, we "sign here, initial there," copy this, explain that, "smile, you're on candid camera" in case the patient forgot their ID and then enter orders for the service particular to each patient so the clinical departments can move forward with treatment. And in the ER, we learn to 'dance' with doctors and nurses in order to get our patients into the system quickly making sure we don't delay treatment.

We talk with patients about their billing, about why they owe, who they owe, when they owe. We resolve and explain concerns that arise from dealings with our back end business office in Nashville. We review financial assistance applications and provide assistance to members of our community who may be struggling to pay their bills or put food on the table. We provide screening and assistance applying for State programs such as Medicaid, Victims of Crime and disability. We even have a low interest, low payment facility based loan program that beats any other form of credit card out there to offer to some of our patients.

We counsel, cajole, sympathize, empathize, compassion-ize.....well, you get my point.

In a nutshell, Patient Access Services creates an account for every visit doing our best to be sure that once charges are entered and HIM has coded the account that it will bill out timely and accurately. We are striving for a clean claim to the insurance company. The sooner a claim gets to the insurance company, the sooner we get paid, which oils the wheels for new product lines, new equipment, new supplies, paychecks – wow, that's an important one!

We try our best to set up each patient for the next step in their medical care; we do this with service excellence and a desire to do the best job we can. We do this because we care about being able to start a chain of events that will lead to Capital Medical Center providing the best health care to our patients, every day, every patient.

 *Quality*

Please join us in congratulating AIDET card winners for October & November.

Movie ticket winner for October

* Amy Burbidge

Movie ticket winner for November

* Chandra Jansen

*Thanks for your
commitment to
Service Excellence!*

All who received an AIDET card and a treat for October

- * Kim Walter
- * Alison Zassenhaus
- * Melissa Prall
- * Teena Minning
- * Mardi Strozyk
- * Carla Baptiste
- * David Thebo
- * Brittany Gilman
- * Sandy Burnett
- * Renee Halverson
- * Sharon Dimmick

All who received an AIDET card and a treat for November

- * Victor Schinzel
- * Sue Litster
- * Sandy Bain
- * Jennifer Aal
- * Janice Toal
- * Carol Vela
- * Renae Wolfe
- * Amy Burbidge
- * Renee Halverson
- * Krystal Guyll
- * Alicia Vaughn
- * Lorie Brown
- * Teri Recto

Surgical Care and Outcomes Assessment Program

The Surgical Care and Outcomes Assessment Program (SCOAP), with support from Capital Medical Center and Sanofi-Aventis, held a very successful and educational Regional Dinner Meeting at Anthony's Home Port on November 15th. The event was well-attended by hospital administrators, department managers, physicians, and surgical staff from our facility, as well as Providence St. Peter Hospital, Grays Harbor Community Hospital, Mason General, Madigan, Group Health, and the University of Washington.

SCOAP, which is a program of the Foundation for Health Care Quality, is the future of surgical quality improvement. The goal of the program is to improve processes, outcome measures, and costs by preventing re-operations, postoperative complications and death in surgical patients.

Guest speakers for the dinner meeting included Dr. Dave Flum (SCOAP Medical Director), Dr. Ellen Farrokhi (Vascular SCOAP Leader) and Matt Kreskin, Pharm.D (Sanofi). In addition to overviews and progress of the program, one topic of interest was the glycemic management of patients during surgery. CMC is very proud of our participation in the SCOAP Program!

Infection Control Reminder!

During flu season, please remember to wash your hands thoroughly and avoid crowds in order to avoid spreading illness.



*Best Wishes for a
Happy & Safe
Holiday Season!*

