

# SYSTEM F.I.R.S.T.

A publication by and for the Associates of Ephraim McDowell Health

www.emhealth.org •

January 12, 2005

## OUR MISSION

Ephraim McDowell Health is a system committed to creating a healing environment, built on a legacy of best people, practices and performance, as seen through the eyes of our patients, healthcare providers and communities.

## OUR VALUES

F Friendliness  
I Innovation  
R Respect  
S Service  
T Trust

## EMRMC is host for Freedom Calls

Ephraim McDowell Regional Medical Center has been selected as a host site for a Freedom Calls Event offered through the Freedom Calls Foundation. Using the Kentucky TeleHealth Network, families in Boyle and the surrounding counties can connect with their soldiers serving in Camp Cooke and Camp Fallujah in Iraq. The next Freedom Calls Event is Feb. 5 from 10 a.m. to 2 p.m. Interested families may register by emailing [freedomcalls@kthnschedule.com](mailto:freedomcalls@kthnschedule.com). More information is available by calling extension 4636.

### EMRMC Open Forums

Wednesday, January 12  
10 a.m., 2:30 p.m. and 9 p.m.

Thursday, January 13  
7:30 a.m. and 2 p.m.

All sessions will be in the PDR.

## *Service of Peace, Hope and Unity (Honoring Dr. Martin Luther King Jr.) 10 a.m. • Monday, January 17 Private Dining Room*

Speakers: *Rev. Ben Carter*, Christ the Head  
Missionary Church in Danville  
*Rev. Dale Denton*, EMRMC Chaplain

Special music provided by Linda Tillman.

## Large number of new Associates

This week's orientation class had 54 new Associates, including 26 high school students who are learning more about health careers as part of a co-op program. Let's welcome these new faces to our family and help them as they learn their new responsibilities. The 26 students are: Jessica Siler, Kristie Wessling, Heather Sexton, Christina Lombardo, Andrea Denney, James Lane, Tisha Turpin, Laura Walls, Allison Burberry, Laura Harris, Sonja Hasty, Kandace Rayborn, Racheal Sanders, Sarah Yates, Lindsay Robinson, Leah Walls, Brooke Caudill, Emily Dunaway, Amanda Frith, Lori Hiatt, Kendra Hinds, Aaron Broadus, Kayla Carrier, Ashley Durham, Tiffany Parrot and Ashley Robbins.

## Fort Logan's First Baby of 2005



Emily Carretero was the first baby of 2005 born at Fort Logan Hospital. She arrived at 5:28 p.m. on January 5, weighing 6 lbs., 3 oz. and was 20 1/2 inches long. Her proud parents are Ashley Lawless and Pablo Carretero of Crab Orchard. Pictured with the new baby and her mother are her brother, Christian Vergara, Evonna Marcum, R.N. and Mike Jackson, president of Fort Logan Hospital. Emily receives a \$100 U.S. Savings Bond.

## 11 new nurses at EMRMC

EMRMC has added 11 new registered nurses who graduated in December. They are: Samantha Goodlett, Behavioral Health; Angela Cain, Critical Care; JoCarol Adams, Rita Caudill, Regina Duff and Janice Russell, 3T; April Dixon and Jennifer Maddox, Med/Surg; Amy Webb, Surgical Services; and Jeri Phelps, Women's Health. A listing of other new Associates is on the back page.

## HMR food available at EMRMC

The EMRMC Cafeteria now offers Healthy Solution entrees and Benefit Bars. Both are a satisfying and nutritious way to reduce calories and lose weight.

## Capturing Lost Revenues at EMRMC

With the assistance of the Advisory Board Company, EMRMC Associates have worked hard over the past year to improve the revenue cycle efficiency in order to capture lost revenues. A task force was selected to address areas of greatest concern, by implementing six practices throughout the year: Hardwired ED Checkout, Point of Service (POS) Cash Collections, Charge Audit & Reconciliation, Comprehensive Denials Management, Physician Precertification Protocols and Documentation Support Tools. Several teams were formed to evaluate the then-current processes and improve them. All practices have now been implemented with early positive results.

Our net days in accounts receivable have decreased from 46.6 days to 39.5, a 15.2% decrease. These practices have also contributed to a 44% decrease in our bad debt. POS cash collections were minimal prior to implementation and now average \$26,000 per month.

### Successes

POS Cash Collections – the goal was to increase cash collection and decrease bad debt

- Began tracking POS cash in April 2004
- Monthly collection is now averaging \$26,000

ED Checkout – the goal was to increase cash collection and reduce eligibility denials

- Launched new process in late May 2004
- Monthly collections now average \$6,185

Charge Audit and Reconciliation – the goal was to address systematic losses in revenue

- Completed audits with 25 departments; seven departments are currently scheduled
- No major charge issues were discovered in audited departments except for the ED
- The ED implemented a new documentation process in October to more accurately capture charges

The Comprehensive Denials Management Team, Physician Precertification Protocols Team and Documentation Support Tools Team have started on projects and will be presenting information in the future.

## Welcome New Associates

NAME	DEPARTMENT
Brittany Young	Human Resources, EMRMC
Michelle Peters	Registration, EMRMC
Lina Fong	Behavioral Health, EMRMC
Natasha Grider	Behavioral Health, EMRMC
Gladys Berrong	Emergency Dept., EMRMC
Amy Bray	Emergency Dept., EMRMC
Greta Godbey	Emergency Dept., EMRMC
Paula Maupin	3T, EMRMC
Janna Moody	3T, EMRMC
Angie Sluder	3T, EMRMC
Aimee Wethington	3T, EMRMC
Kelsey Day	4T, EMRMC
Sharon Schimmel	Surgery, EMRMC
Kimberly Beeler	6T, EMRMC
Bridget Stanfield	Rehab Services, EMRMC
Bridget Barnett	Extended Care, Fort Logan
Patricia Whitis	Laboratory, Russell Co. Hospital
Josephine Helgesen	Food Services, EMRMC
Elizabeth Riggs	Health Info. Mgt., EMRMC
LeeAnne Ruckel	Laboratory, EMRMC
Marta Pyrek	Pharmacy, EMRMC
Cheryl Baker	Radiology, EMRMC
Sherri Long	Radiology, EMRMC
Christine Reed	Radiology, EMRMC
Marie Bolling	Weekend Walk-In Care
Violet Hardin	Pt. Accounts, EMRMC
Katina Short	Pt. Accounts, EMRMC
Betty Jo Holton	Behavioral Health, EMRMC
Donna Teas	Behavioral Health, EMRMC
Trisha Baker	Critical Care, EMRMC
Terri Carmichael	Critical Care, EMRMC
Amy Hill	Diagnostic Services, EMRMC
Joey Lee	Diagnostic Services, EMRMC
LeAnna Dodson	3T, EMRMC
Heather Farmer	3T, EMRMC
Angela Franklin	3T, EMRMC
Karen Murphy	3T, EMRMC
Christina Yates	3T, EMRMC
Stephen Godbey	Med/Surg, EMRMC
Cleda Thomas	Med/Surg, EMRMC
Roxce Carpenter	6T, EMRMC
Donna Lane	6T, EMRMC
Karen Barnes	Nursing Staff at Fort Logan



## Patient Satisfaction & Financial Report

The chart below details how we are doing on a fiscal year-to-date basis (cumulative figures beginning from October 2004 to current

month) with our patient satisfaction scores and financial goals. The financial information is always a month behind.

	December 2004 Patient Satisfaction – “Would you return?” F/Y 05 YTD		November 2004 Operating Margin F/Y 05 YTD	
	Goal	Actual	Budget	Actual
EMH	98.25	97.79	2.92%	2.44%
EMRMC	---	98.02	6.47%	8.44%
RCH	---	96.70	1.30%	- 10.85%
FLH	---	96.78	6.21%	- 1.22%
EMHR	---	99.36	- 1.97%	1.90%