

SYSTEM F.I.R.S.T.

A publication by and for the Associates of Ephraim McDowell Health

www.emhealth.org •

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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

Mike's Musings

We're right in the middle of football season. Perhaps you are a Boyle County Rebels fan, or a Danville Admirals fan, or a Lincoln County Patriots fan, or maybe you only root for those big leaguers . . . like the Kentucky Wildcats or the Louisville Cardinals.

No matter which smash-mouth football team you follow, there's a lot to be said for the sport in general. These rough-and-tough football players come together every day in practice, under grueling conditions, and play hard - pushing and shoving and abusing each other as they work toward a common goal of becoming a winning team. Even when these players are rough, they maintain respect for their fellow teammates.

Perhaps our day-to-day work environment reminds you of a football team at practice. We may feel as though we fumble too many times or have to punt too often. At the end of the goal posts, though, the winning play is providing quality service to those patients who come to us for their healthcare needs. When we get together as a team, that's exactly what we give our patients.

*Mike Jackson
President, Fort Logan Hospital*

Silent Auction is next week at EMRMC

EMRMC is hosting a Silent Auction on October 19 and 20 to benefit the Chaplain's Discretionary Fund, which is used to offset the costs of short-term prescriptions for patients in need as they are discharged. You can bid on items from 7 a.m. to 7 p.m. both days in the lobby.

United Way events at Fort Logan

Fort Logan Hospital kicks off its United Way campaign on Wednesday, Oct. 12, with ice cream served to all Associates from 2 p.m. to 3 p.m. Night shift Associates will also receive ice cream, and ice cream will be delivered to Associates at North Garrard FMC, Stanford Medical Park and Lincoln Physical Therapy.

United Way fund-raisers planned at Fort Logan include a Yard Sale from 9 a.m. to 2 p.m. on Oct. 13-14; a Motorcycle Run on Saturday, Oct. 15; and a Corn Hole Tournament on Saturday, Oct. 22.

*You're invited to an
Open House
for
Primary Angioplasty*

Tuesday, October 18
4:00 p.m.
Cardiac Cath. Lab at EMRMC
Refreshments will be served.

Computer monitors available

Computer monitors are available for sale to EMH Associates at the low price of \$5.00 each. They can be picked up in the Information Services main office, sold as is. Sizes are 15 or 17 inches (no flat screens). Call ext. 3429 to check for availability.

Be an Armbandit!!

What time is it when we check patients' armbands?

ALL the TIME and say: For your safety, I am going to check your armband.



Mission and Values

By Tim Noel, Chief Mission Officer

Back in the day when great sculptors walked the earth, lesser artisans would hide the flaws in their sculptures by filling them in with wax. So works that were what they appeared to be began to carry the inscription: "sincere", which means "without wax". We build trust with each other by being sincere, by telling the truth even when that truth is difficult to say and to hear. Trust is so important in health care that we at Ephraim McDowell have made it one of our FIRST values. Let's recommit ourselves to the noble standard of being forthright and honest with each other and with our patients, even when that honesty reveals some of our flaws.

Staff Accolades

- **Georgeanna Wilson**, nurse manager for critical care services at EMRMC, has passed the credentialing exam through the American Association of Critical Care Nurses and is now certified as a critical care clinical nurse specialist.
- **Ron Barbato**, corporate director of rehabilitation services, recently contributed to and was featured in the October 2005 issue of PT Magazine. The article, titled "Managing Across Multiple Disciplines", focused on the challenges of managing multiple disciplines in a changing healthcare economy.



Chili Cook-off at EMRMC

Joan Haltom and Dan Stone won trophies at EMRMC's Chili Cook-off, which benefited United Way. Joan took Most Unique (with Chili Blanco) and Too Hot to Handle (with Winning Recipe) while Dan earned Bowl Licking Good with First Place Chili.

Fall Festival photos available

Photos taken at the Fall Festival are now posted on a board outside the EMRMC Cafeteria and will also be posted at Fort Logan Hospital. You're welcome to take photos of you and your family.

Your Benefits at Work

There may be times when an in-network provider cannot provide care for you (or a family member) and refers you to another physician for the care or services needed. When this happens, it's important to try to find a provider within our Plan network. If an in-network provider refers you to an out-of-network provider, that service would most likely be considered out-of-network. The Plan language is specific about situations when an out-of-network provider may be paid at the in-network level, including:

- *If a Plan Associate has no choice of network providers in the specialty sought within the network service area.* There must not be another network provider who is able to provide the same type of service. If there is and you go to an out-of-network provider, services will be reimbursed as out-of-network.
- *If a Plan Associate has a medical emergency requiring immediate care and there is no time to choose an in-network provider.* Documentation is required by Westlake.
- *If a Plan Associate is accessing services at an in-network facility and has no choice about who provides the services needed.* All services provided while at the in-network facility would be considered at the in-network level. For example, a Plan Associate would most likely be able to choose a surgeon but probably not be able to choose an anesthesiologist.
- *If a non-network provider covers for a network provider, due to vacations or other absences.* Documentation is required by Westlake.
- *If a Plan Associate lives out of the network service area (for example, dependent children at college).* Documentation is required by Westlake.
- *If a network provider bills for services provided by a non-network provider (for example, blood work sent to an out-of-network provider).*

The key point is **choice**; if a Plan Associate has no choice for care within the network, then the Plan considers services at the in-network level. Documentation required is usually in the form of a letter to Westlake explaining the circumstances for the care. Verification that there was no in-network provider for the services would also come through the network representatives.



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.

	September 2005 Patient Satisfaction – "Would you return?" F/Y 05 YTD		August 2005 Operating Margin F/Y 05 YTD	
	Goal	Actual	Budget	Actual
EMH	98.25	98.18	3.73%	4.79%
EMRMC	---	98.03	7.58%	9.96%
FLH	---	97.9	7.50%	- 2.95%
EMHR	---	99.43	- 3.38%	- 6.18%