

**Olathe
Health
System**



The heart of high-tech care

THE SYSTEM spotlight

Nov. 30, 2012 :: VOLUME 11 ISSUE 11 :: A newsletter for the employees of the Olathe Health System, Inc.

Building on 60: Working Together to Secure the Continued Success of Olathe Health System

By Frank H. Devocelle, President/CEO

For nearly 60 years, Olathe Health System's top priorities have been to provide quality healthcare and to have the financial stability to invest in the best technology and the best people to serve our patients. The result has been 60 strong years and a health system in which we can have much pride.

But as you know, things are changing rapidly in healthcare. In order to ensure that we have another 60 years as successful as the first, we have to take decisive steps today to put into place the processes that will serve us in the future. We call this approach *Building on 60*. It is the first important step in securing the continued success of our health system for the next 60 years and beyond.

To get these new processes in place, we have to be able to embrace change and adapt. This means learning to implement change processes within departments and across multiple departments that increase quality, efficiency and patient satisfaction. At the same time, these processes will contribute to cost savings and revenue enhancements.

As an organization, our goal is for the process changes to result in hard-cost savings of \$1.5 million over the next 100 days and \$2.5 million over the next year. This savings will help our organization adjust to the economic environment and changes in reimbursement for the services we provide.

We are fortunate to be working with Caldwell Butler & Associates LLC (CBA) to create the structure for implementing these new processes. CBA is a nationally known firm that has assisted many healthcare organizations using the Lean-Six Sigma program. We will work with CBA for the next eight to 12 months, but the long-term goal is a cultural shift in the way we think about and execute organizational processes.

The OHSI management team attended a training session on Nov. 6 with CBA to learn how we will implement this approach. On that day, OHSI kicked-off a 100-day plan to reduce waste in the organization - things that do not contribute to quality



patient care or the organization's goals. This is the first of three 100-day planning sessions. I invite all employees to work with their supervisors to identify improvements and eliminate waste.

As we continue *Building on 60*, you will receive information in the e-mail and printed *System Spotlight* with updates and success stories. We will also have this information posted on the Intranet under "Hot Links."

I know you are all very busy, and I greatly appreciate the time and effort you are putting into the continued success of our organization. We are already beginning to move in the right direction in the areas of financial performance, customer service and quality measures. Thank you!



Language of Caring Shows Positive Impact on HCAHPS Scores

The Language of Caring program has had a huge impact on recent HCAHPS scores. The program is being credited with a significant increase in two very important patient satisfaction categories. When looking at the scores for the big eight (physician communication, nurse communication, staff responsiveness, cleanliness/quiet, communication about medications, pain management, discharge information and overall satisfaction), there are huge increases in nursing communication and in the overall satisfaction category.

"We are seeing an increase in our HCAHPS scores and partly attribute those increases to the Language of Caring program," Lori Clayman, chief quality and risk officer, said. "Thank you to everyone for embracing this program and implementing it into your duties. Your hard work is paying off and this proves it!"

The Next Step

The next phase of the Language of Caring Program is the "Good to Great" series. The program will kick-off in January. This series focuses on planning, practice and habit-building. It encourages employees to step back and rethink current approaches and processes.

Service Excellence Team Announces Language of Caring Winner

The Service Excellence Team (SET) named Steve Woltman, nuclear medicine technologist in the Kansas Cardiovascular Center, the grand prize winner of the Language of Caring contest. He will receive eight hours of PTO. Steve's director, Carol Powell, shared the following story about a recent patient care experience:

"After being referred by his primary care doctor, a gentleman experiencing chest pain arrived in the Kansas Cardiovascular Center for a nuclear stress test. It was abnormal, and Steve quickly recognized that. He told the patient to wait just a moment while the cardiologist reviewed the results. Typically, these outpatients are dismissed, but Steve held up that process.

The physician reviewed the test and confirmed the abnormal result. The doctor shared with the patient that he would need to be admitted for further testing. The patient doubted the results and refused to stay. Steve took him back to the nuclear room to discontinue his IV and while doing so, he shared his experience and history in cardiology. Steve then sat the patient down in front of the screen and pointed out the normal areas of his heart and where the abnormality was occurring. He spent time with the patient explaining what the next step was, how long it would take and more. Ultimately, the patient changed his mind and had a cardiac catheterization the following day. The operating cardiologist found, and treated, two significant blockages."

This example shows how Steve was able to integrate the

Language of Caring modules into his patient care experience.

1. Broken record: Steve took time to reiterate what the physician had already told the patient.
2. The practice of presence: Steve sat the patient down and gave him his undivided attention while explaining the results of the test.
3. Acknowledging feelings: Steve recognized that the patient was uncomfortable proceeding with additional testing and addressed it by thoroughly explaining the process.
4. Positive intent: Steve explained to the patient why it was necessary for him to have further testing.



Steve Woltman , nuclear medicine technologist, was named the winner of the Language of Caring contest.

The SET team wants to hear your stories about how employees, physicians and Ambassadors are implementing the Language of Caring program in their everyday routines. Prizes, including movie tickets and gift cards to local restaurants, will be awarded for selected stories. Please send your stories via email to ServiceExcellenceTeam@internal.ohsi.com.

Our Mission: Olathe Health System is focused on improving the health of all individuals in the communities we serve by providing compassionate, quality healthcare in an environment of trust and collaboration.

Awareness and Life Changes Pay Off for OMC Diabetes Patient

When Robert Hughes went in to see Robert Nottingham, MD, at Olathe Family Practice in December 2011, he couldn't pinpoint what was wrong, but he knew he wasn't feeling well.

"I was thirsty all the time. I felt terrible, and I was losing weight," Hughes said. "Losing weight would have been a good thing, but not the way it was happening."

After Dr. Nottingham ran some tests, he came back with what was, for Hughes, a life changing diagnosis: he had type 2 diabetes.

Dr. Nottingham started Hughes on medication, but also told him about the Diabetes Education program at OMC. Feeling concerned about the health impacts of his recent diagnosis, Hughes was ready for help and scheduled an appointment.

The Diabetes Education team of nurses and dietitians gave Hughes the information and guidance he needed to begin to make positive lifestyle changes and get his diabetes under control.

"I started to watch what I was eating

and followed the advice they gave me," Hughes said. "It was the way they presented it that really made it stick."

His perseverance paid off. In less than six months, his A1C (average blood sugar) was down from a dangerous 11.7 to an almost normal 5.8, which is even better than recommended targets.

"The biggest changes I saw were the weight loss and the energy I had again," he said. "I'm not tired all the time now, and I feel a lot better."

By taking control of his diabetes, Hughes is also preserving his health for the long-term.

"Getting his blood sugar down helps him to feel his best right now and helps prevent the long-term complications of the disease," Kathy Coker, OMC dietitian and certified diabetes educator, said.

Hughes is grateful for the help he received from the diabetes education department and for the knowledgeable staff.

"I didn't know that OMC had diabetes education before this. I'm sure glad they have it. It made a big difference for me."

November 2012 is Diabetes Awareness Month

Diabetes is a rapidly growing disease in the U.S. Did you know uncontrolled diabetes can lead to other serious health problems? Two out of three people with diabetes die from heart disease or stroke. It is also the leading cause of kidney failure.

If you or someone you love has diabetes, take the right steps now to make a positive impact on the future. To find out how we can help, contact the OMC Diabetes Education department at 913-791-4382 or the MCMC Diabetes Education department at 913-294-6638.

Three Numbers You Need to Know

- *26 million:* The number of children and adults in the U.S. who have diabetes
- *79 million:* The number of people in the U.S. who have pre-diabetes and are at risk of developing the disease
- *1 in 3:* The number of people in the U.S. predicted to have diabetes in 2050 if current trends continue

Information from the American Diabetes Association

Students Gain Insight from Physicians at Annual Breakfast

The B.E.A.M. Program (Bridging Education and Medicine), a partnership between OMC and the Olathe School District, hosted its annual Physician Breakfast on Nov. 7. Four OHSI physicians shared breakfast with more than 70 students from all four Olathe high schools who are interested in pursuing careers as physicians. These physicians shared what they find rewarding about medical practice as well as the challenges they face. They also answered questions from the students about their careers and how they balance their career with their personal lives. This marked the eighth year for the event, which was coordinated by the school district and Mark Dwyer, director of rehabilitation services.



(Pictured, from left) Jay Zwibelman, MD, Eric Peck, MD, Scott Williamson, MD, and Harlan Opie, MD

Classifieds

FOR SALE

Electric guitars: Ibanez Artcore AS73, red. Asking \$350. Agile Stratocaster Style, natural two-tone. Asking \$250. Guitar Amplifiers: Fender Blues Jr. tube amplifier, with Digitech RP90 Stompbox. Asking \$375. Roland Cube 30XL digital amplifier. Asking \$150. All available for \$1,000, including cables and stands. If interested call 913-709-9394, or email tdgolfer@live.com.

Home for sale in Ottawa, Kan. Two bedroom, one-and-a-half bath, new large kitchen and bathroom, fenced yard, detached garage. Asking \$94,900. Call Jessica 785-229-9588.

Brand new Naples-style smooth black slip-on Klogs, size 8.5 wide. In stores for \$108, sell for \$80. Call 913-406-2315 or email at butterflyrn@gmail.com.

T-Mobile Samsung Gravity 2 cell phone (SGH-t469), orange and black, including 2 GB 2-in-1 Memory Card. Please make an offer. Call 913-406-2315 or email at butterflyrn@gmail.com.

Spotted leopard gecko, five years old, healthy. Includes aquarium, heat lamp and all supplies for \$50. Call or text Janet 913-526-9190.

WANTED

Used elliptical machine in good shape. Email jdoh66@yahoo.com.

The System Spotlight is published by the Public Relations and Marketing Department of Olathe Health System, Inc. Please direct questions, comments and submissions to Lacey Kane, Public Relations Specialist, at lacey.kane@olathehealth.org.

Copyright © 2012

Open House Events Bring New Patients

College Point Medical Plaza and Louisburg Family Care hosted community open house events during the month of October. Nearly 300 people attended the events, bringing approximately 60 new patients to the practices.

"We had a phenomenal turnout at our open house," Jan Lawton, medical office supervisor at College Point Family Medicine, said. "Not only did we provide 189 influenza vaccinations, we also established new patients and/or families to our clinic. In addition we visited with individuals and families, providing tours and other information that gained their interest to our facility. Our established patients who attended also expressed their appreciation to our staff and thanked them for hosting such a nice community event."

OMCCF Employee Campaign and United Way Week Wrap Up

Thank you to all (OHSI) employees, physicians, Ambassadors and friends who participated in the 2012 OMCCF Employee Campaign/ United Way Week. Proceeds from the



Basket raffles were very popular again this year. Thank you to all of the departments for participating.

parking space raffles benefitted the Hospice House at Olathe Medical Park. Employees also had the opportunity to donate to United Way or one of the OMCCF funding priorities for 2012. For more information about the funding priorities for the Charitable Foundation, visit olathehealth.org/charitable.

HR PULSE POINTS

Remember to wear you badge! As a courtesy to patients and fellow employees, please remember to always wear you name badge in a visible spot.

In the Know

Check out the "In the Know" section in for upcoming OHSI events.

- | | |
|--------------|--|
| Dec. 3 | Jewelry Sale at MCMC |
| Dec. 5 and 6 | Jewelry Sale at OMC |
| Dec. 12 | MCMC Cookie Exchange |
| Dec. 12 | OHSI Employee Holiday Meal at OMC cafeteria |
| Dec. 12 | FREE leg vein screenings* at the Vein Care Center <small>* Medicare and other federal healthcare beneficiaries are limited to a free informational session.</small> |
| Dec. 19 | MCMC Holiday Potluck Luncheon |
| Dec. 20 | Community Blood Drive at OMC |

For more details about these events, watch for the *System Spotlight* weekly update emails or contact Public Relations at 913-791-4311. For information about upcoming OHSI classes, please contact Education at 913-791-4312.