

# Connections

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Teresa Snyder, Jason Baker and Marilyn Carman recently came up with an idea to save our hospitals \$3,000 a month! Turn the page to learn how they did it.

## Providence recognized among the best performing health systems



The Thomson Reuters 100 Top Hospitals: 15 Top Health Systems has once again named Providence Health & Services among the top 20 percent of best-performing large health systems in the country. The study analyzed clinical quality and efficiency metrics for 321 U.S. health systems.

This is continued evidence that we are making progress on our Providence-wide journey to improve the quality of care and patient safety. Thomson Reuters does an annual, quantitative study from objective, independent research using public data sources. The study recognized 15 health systems setting the highest benchmarks along with another 49 best performing health systems. Together, these top 20 percent of health systems outperformed their peers by having better patient survival rates, fewer patient complications, better longer-term outcomes, better adherence to accepted care protocols and patient safety standards, shorter hospital stays, and higher patient satisfaction scores.

Thank you for your relentless focus on clinical improvement and excellence in patient care. This is a strong example of our continued progress towards achieving our compelling vision.

“ Do not let what you cannot do interfere with what you can do. — John Wooden ”

## Last chance!

### First Annual Employee Art Show

**Be recognized for your creativity!**

January 23 (today!) is the deadline to register for the National Arts Program art competition at Sacred Heart. No entry fee required, and winners receive cash prizes!

Register online at:  
[www.nationalartsprogram.org/venues/providence-sacred-heart-medical-center-wa](http://www.nationalartsprogram.org/venues/providence-sacred-heart-medical-center-wa)



# empowering performance improvement

REDUCING WASTE, RECAPTURING REVENUE



## Working together to build the health care system of the future

We are quickly approaching the completion of the first 100 days of our Empowering Performance Improvement (EPI) initiative and are well on our way to closing the budget gap identified for 2012.

Our EPI initiative has encompassed many different activities over the past several months, including the successful implementation of voluntary separation, the launch of our lean six sigma training and the continued renegotiation of professional service contracts, as well as other critical efforts.

Overall results for the first 100 days have been quite remarkable with the lean six sigma training producing nearly 800 submitted plans resulting in almost \$3 million in validated savings thus far. The voluntary separation program completed in December resulted in more than \$14 million in salary and benefit savings and work to improve our coding and billing processes has netted a revenue increase of more than \$7 million. Teams across our ministries are working diligently on many more ideas and we will share those successes with you in the coming months.

## Lean Six Sigma Training/Plan Implementation

An integral part of the EPI initiative is the lean six sigma training and efficiency modules that identify waste and generate cost savings. The enthusiasm and commitment demonstrated has been commendable and we are optimistic. Ideas have come in all shapes and sizes, with some saving only a few hundred dollars and others potentially saving millions. By learning how to eliminate waste, we improve our quality and recover costs for the future which allows us to continue to grow in other areas so we can continue to serve those most in need.

This month, we launch the next 100-day workout, focused on the In-Quality Staffing module. We are all very excited at the potential for some significant improvements across our organization. Please let us know what we can do to help support you as we continue to focus on quality and efficiency. Thanks so much for your continued efforts on this journey as we build the health care system of the future.

*Elaine Couture*  
Chief Executive, Urban Hospitals

**TARGET:** close a \$59 million gap.

**PROGRESS:** \$39 million (as of 12/2011.)

### Reduction in costs

- professional fees: \$3 million
- purchased services: \$8.3 million
- salaries, benefits: \$14.4 million
- other costs: \$1.5 million
- depreciation: \$2.0 million

### Increase in revenue

- coding and billing: \$7.2 million

## Story of Success

**Department:** Materials Management

**Staff involved:** Marilyn Carman, Teresa Snyder and Jason Baker

**Project:** Wearing the right gloves

**Savings:** \$3,000/month

**Manager:** Tony Hill

Blue Nitrile exam gloves cost 1 cent more than white vinyl exam gloves. Marilyn, Teresa and Jason ran numbers to see how many of each are being used and were amazed at the volumes. Over a 100-day period last fall, we used over 1.5 million vinyl gloves and 1.2 million Nitrile gloves. **If we reduce Nitrile glove usage by half, we could save \$3,000 a month.** And it's simple to do.

Nitrile gloves should be used only for the following reasons:

- When increased tactile ability is required. (IV Therapy, NICU etc.)
- When performing tasks that easily tears the vinyl gloves (eg: Cath Lab)
- For staff or patients with vinyl sensitivities.

Environmental Services went from 100% Nitrile usage to 100% vinyl and will save up to \$500 a month. Your department can make that kind of contribution, too, by following the guidelines above. Simply have the Nitrile gloves removed from your unit supply.

Ben Franklin was right, a penny saved is a penny earned.

*Tony Hill, manager*

## Lean Six Sigma Training/Implementation Department participation

**Total plans submitted:** 800

**Dollars identified:** \$29.4 million

**Plans validated:** 37

**Dollars validated:** \$3 million

# > mission moment

## Continuing the legacy of Martin Luther King, Jr.

On the day we recognize the works of Martin Luther King, Jr., more than 300 people gathered at Providence Holy Family and Providence Sacred Heart hospitals to hear the Rev. Happy Watkins (pictured, right) deliver King's "I Have a Dream" speech.



Both ceremonies began with special music by Happy's son, Paul. At Holy Family, Happy invited children and youth to come up front and share with him their dreams for the future. Happy recognized three Providence people for their commitment to making sure the MLK Day event happened every year at Holy Family Hospital since 2000: Madonna Owens, Debbie Tacami and Terri Fortner.



At Sacred Heart, three seventh-grade students from the Spokane Public School's Odyssey Program left with glowing statements about how "awesome" the experience had been and how inspired they were to finally hear King's speech in person.

Standing ovations were guaranteed as Happy finished presenting King's dream that one day black children and white children would stand hand in hand across the nation, able to say, "Free at last, free at last. Thank God Almighty, we're free at last."

Watch online: [www.youtube.com/ProvidenceSpokane](http://www.youtube.com/ProvidenceSpokane)

# > news you can use

## New Entrance for Outpatient Pharmacy

Beginning this week, the Gift Shop and the Outpatient Pharmacy will "test" a new traffic access plan for patients and employees picking up prescriptions. In an effort to improve wheel chair access and other traffic, the gate between the gift shop and the Pharmacy will be closed and the double glass doors from the main hallway directly into the Pharmacy will remain open throughout its business hours. The goal is to reduce congestion in the gift shop and allow quicker access for patients to the waiting area in the front lobby. Your input about this change is appreciated! Simply email [Pharmacy.Outpatient@providence.org](mailto:Pharmacy.Outpatient@providence.org).

## News You Can Use

### Attention new Group Health enrollees!

Many new enrollees in the Group Health insurance plan have been led to understand that they may no longer fill prescriptions at Sacred Heart's Outpatient Pharmacy. The Sacred Heart pharmacy **IS** a Group Health provider and can provide your 30- and 90-day prescriptions, including specialty and mail order.

The staff appreciates the opportunity to provide service to our fellow employees. In addition, all revenue generated from employee prescriptions is kept inside Providence and helps lower benefit costs for all of us.

### MedVan closes

Inland Northwest Health Services has announced it will discontinue Northwest MedVan services, effective January 31. Patients who have relied on MedVan for transportation have been notified and received a list of alternative, low-cost transportation options available in the community.

Social workers at Sacred Heart and Holy Family are prepared to assist patients in connecting with other services upon discharge from the hospital.

## Connections

The official newsletter for employees of Providence Spokane hospitals, published weekly by the Public Relations department.

**Submissions must be emailed to [ConnectionsPHC@providence.org](mailto:ConnectionsPHC@providence.org) by 10 a.m. Wednesday.**

Also available online, at [www.phc.org/connections](http://www.phc.org/connections)

Questions? Call x43081.



# > clinical corner

## “Ticket to Ride” Transport tool

Have you wondered what the salmon-colored Ticket to Ride slips are for? These are taped to the front of patients’ charts or orders to/from departments or procedure areas at both our campuses to provide a very basic, useful hand-off communication tool for transporters, nursing assistants or anyone who is not an RN to use when transporting a patient from one area of the hospital to another. It is NOT intended to replace the electronic RN handoff tool.

The tool was developed by the PRIDE Nursing Quality and Safety Council with support from the Fall Prevention Committee, to ensure safe patient transport between departments/units and procedure areas. Forms are located at the department secretary’s desk and are to be completed by the primary care nurse prior to transport. Post Procedure notes are also added to this tool. Thank you to everyone for your ongoing support of patient safety.

*Sherry Nash RN, CNRN  
Neuroscience Nurse Manager*

## IV Nurse Day – January 25

Since 1981, National IV Nurse Day has honored the commitment shown and the outstanding patient care practiced by infusion nurse professionals. Our IV nurses are highly specialized, providing education to our patients and families, while also providing vascular access training to incoming nurses, consultation, placements and troubleshooting all aspects of vascular access. Many of our staff are members of the Infusion Nurses Society and have become Certified Registered Nurse Infusionists.

This past year, both Vascular Access teams at our urban campuses participated in a study to evaluate utilizing combined ultrasound and ECG technology to identify PICC line tip placement in place of X-ray verification. Dr. Ken Symington presented the results at the 2011 Association for Vascular Access Annual Scientific Meeting in October and we are working on an article to publish these results. Please help us thank our Vascular Access Team RNs on January 25 as you see them working throughout both campuses.

## Providence News

### Artwork receives tender loving care



This picture of St. Joseph and Baby Jesus hangs in the stairway of the Transitional Care Unit at Providence St. Joseph Care Center. It’s an oil painting ordered to fit an old original frame which has become distressed.

Tim Ice, Scott Wiman and Tom Nielson of Sacred Heart’s Carpentry Shop refurbished the frame and remounted the oil painting. Then Scott and Tom brought this enormous picture to St. Joseph’s and hung it high above a concrete stairway late one Friday night, demonstrating compassionate service as they sought to protect the piece at all times.

Providence St. Joseph Care Center staff and residents are eternally grateful to have this beautiful picture of St. Joseph displayed for all to see, wrapped in a frame that calls out our heritage. The picture may be seen from the side walk or street on 8th Avenue.

### Providence Health Care MedNews Plus for Nurses



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- :: More than 1,400 CE hours annually

Register today at

<https://providencenurse.mednewsplus.com>



### Our Pillars of Excellence

- MISSION — care and concern
- PEOPLE — motivated and committed
- SERVICE — #1 for patients, physicians and community
- QUALITY — safety and excellence
- FINANCE — stewardship and stability
- GROWTH — serving the region

# > providence news

## Real-life violation reminds us of the importance of privacy

In what appears to be a glaring violation of the Health Insurance Portability and Accountability Act (HIPAA) Privacy Rule, a temporary worker from a staffing agency in California posted a Providence patient's protected health information (PHI) on his Facebook page. The post included an image, taken by a cell phone camera, of a portion of the patient's medical record, including her name, though some other identifying information was blacked out. The worker made fun of the patient's name and posted tasteless and offensive comments about the patient's alleged medical conditions.

As people of Providence, we don't rely on HIPAA to tell us what's wrong about this. Our core values of respect and compassion guide us and our policy on Electronic Social Media states, "Providence workforce members are required to maintain patient privacy by following Providence Privacy and Security policies and standards and HIPAA rules at all times."

Although Providence took action to mitigate the harm to the patient, the damage was done. When incidents like this occur, patients and the communities we serve lose confidence and trust that Providence will respect and protect their information. This unfortunate event should serve as a reminder to all Providence employees, volunteers, vendor representatives, medical staff members and others to respect and maintain patients' privacy. You should not access, use, disclose or discuss patient-specific information unless it is necessary to serve the patient or perform your job duties. You are responsible for keeping information received at work confidential.

### **If you suspect a breach in privacy, you are required to report it in one of the following ways:**

1. Discuss the issue or concern with your immediate supervisor.
2. Discuss the issue or concern with the department manager.
3. Contact your local or regional compliance or privacy representative; for PHC, this is Brenda Gramling.
4. Call the Providence Integrity line at (888)294-8455. The Integrity Line is available toll-free 24 hours a day, 7 days a week. You may report concerns anonymously.

## Providence clinics continue to grow

These clinics have recently welcomed new providers and welcome new patients. Please print and post in your area so staff can be familiar with our growing options for patients!

### **Providence Family Medicine – Hawthorne**

551 East Hawthorne / (509) 252-1900

\*also pediatric care

### **Providence Family Medicine – Manito**

1919 South Grand Boulevard / (509) 789-9925

### **Providence Family Medicine – Indian Trail**

5011 West Lowell / (509) 385-0610

### **Providence Family Medicine – Sacred Heart Doctors Building**

105 W. 8th Ave. / (509) 789-9922

### **Providence Family Medicine – South**

801 W. 5th Avenue / (509) 747-0845

### **Providence Family Medicine – Chewelah**

100 W. South Street/ (509) 935-8111

### **Providence Adult Gastroenterology**

212 E. Central / (509) 252-9602

### **Providence Hospitalists – Sacred Heart**

Internal medicine, pediatric gastroenterology and pediatrics

### **Providence Kidney Care Spokane**

105 W. 8th Avenue / (509) 340-0930

### **Providence Maternal-Fetal Medicine Center**

Sacred Heart Women's Health Center / (509) 474-4060

### **Providence Pediatrics – North**

212 E. Central, Suite 440/ (509) 252-9602

### **Providence Pediatric Specialists**

Sacred Heart Children's Hospital – (509) 474-2800

Urology, hospitalists, neurology, pulmonology, gastroenterology, pediatric hematology/oncology

### **Providence Spokane Heart Institute**

Spokane Cardiology (509) 455-8820

## > My Work Supports the Mission



### Julie Smith

**Registrar, Patient Access**  
**Exemplifying the Standard of Justice**

Julie, you care so much for the patients and coworkers at Holy Family Hospital. I have never seen anyone more sympathetic to our patients. A woman came in who needed prep meds for her surgery, and when you discovered she did not have the money – you went out and bought them for her. You have such a kind heart for our patients and employees. Thank you Julie!

## > community benefit

### PHC donates \$5,000 to sustain Hope House

New financial support from Providence Health Care will allow Volunteers of America to help some of the most vulnerable in our community—homeless single women in Spokane, many with mental health or chemical dependency issues, who have nowhere to turn but the cold, dangerous streets. Last year, Spokane’s Hope House provided shelter and refuge to more than 350 women aged 18 and older. These women are grandmothers, mothers, sisters and daughters.

Named for the refuge it provides, Hope House offers each woman safe shelter, a soft bed, a clean change of clothes and something warm to eat. But more importantly, each woman also has access to Hope House’s supportive services like case management, access to mental-health or substance-abuse treatment, and housing—that help women rebuild their lives and leave homelessness behind forever.

The shelter is currently at capacity with 34 beds and 25 onsite apartments. Growing need is stretching resources to the breaking point. Providence Health Care’s gift helps to sustain this essential program for vulnerable Spokane women.

“With the help of generous community partners like Providence Health Care, we are able to open our hearts to women that everyone else has forgotten,” says Marilee Roloff, president and CEO of Volunteers of America of Eastern Washington & Northern Idaho. “What better way is there to benefit the community than to remember the most vulnerable among us?”



## People

### Kudos

Congratulations to **Catherine Lindsey**, registered dietitian in the NICU, who recently achieved board certification as a specialist in pediatric nutrition from the Academy of Nutrition and Dietetics. Achieving this recognition required accumulated hours of practical experience in the area of expertise in addition to successful completion of an examination.

Congratulations to **Cassie Padilla, RN**, on obtaining her certification in emergency nursing (CEN). This certification reflects mastery of the knowledge and critical thinking skills required to provide emergency nursing care.

Congratulations to **Sara Clements-Sampson**, PHC Community Benefit manager, who was one of seven graduates in the new national certification in Community Benefit at St. Louis University and is the first one to obtain this certification in PH&S. Thank you Sara for striving toward excellence in Community Benefit Services.

Congratulations to **Sonja Harwood, RN**, 2 South ICU who recently passed her Critical Care Certification (CCRN). Great job!

### Our Mission

As people of Providence, we reveal God’s love for all, especially the poor and vulnerable, through our compassionate service.

### Values

Respect • Compassion • Justice  
Excellence • Stewardship

# > commute trip reduction

## Reduce stress, clean our air

RideshareOnline.com, Spokane County's online ride matching system, puts you in direct control of your daily commute. With just a few clicks, you have instant access to interested carpool and vanpool partners. Start saving your time and cash for the things in life that really matter. It's simple, really. Visit the [RideshareOnline.com](http://RideshareOnline.com) home page, click "Logon Now for Your Commute!" and you'll get guidance through the entire matching process.

No internet or e-mail access? No problem, you can still be a part of Ride-match. Just contact Lori Barschig at 474-4957 to obtain a rideshare application. Carpooling with a spouse, friend or co-worker is a great alternative to driving alone. Carpooling is one of the most flexible and convenient ways to share the ride. Not only do you have someone to chat with during the drive, you can save money by sharing the cost of gas.

## Areas of interest for day shift carpool /vanpool are:

Origin Area	Destination Area
Coeur d'Alene-Post Falls-Liberty Lake	Holy Family
Cheney-Medical Lake	Holy Family
Chewelah	Holy Family
Spokane Valley	Holy Family
Chattaroy	Sacred Heart/St. Joseph Care Center
Five-Mile	Sacred Heart
Sullivan Valley	Sacred Heart
Hayden Lake/Post Falls	Sacred Heart
Liberty Lake	Sacred Heart

If you have yet to get your 2012 Preferential Parking sticker, please update your calendar at [www.mycommute.org](http://www.mycommute.org) and contact Lori at x44957 or [Lori.Barschig@providence.org](mailto:Lori.Barschig@providence.org). The winners for December have been selected and are available for viewing along with the "Recruit a Friend" promotion.



[www.providence-healthforlife.com](http://www.providence-healthforlife.com)



**We know how much you give as you fulfill our Mission each day. It's time to take care of YOU.**

- 1 Know Your Numbers**  
Schedule a health screening today for you and your adult dependents.
- 2 Understand Your Health Risks**  
Complete a confidential online Health Assessment.

Free health screenings are now being held throughout Washington and Montana. Find the complete schedule and more health and wellness information at [www.providence-healthforlife.com](http://www.providence-healthforlife.com)



## Calendar

### Watching your Retirement Fund Performance

**January 23 & 24 • 8 a.m. – 5 p.m**  
**Sacred Heart, Hop Top Room**

Experts from Fidelity will be on our campuses to meet individually with employees about their retirement planning.

Visit <https://r2r.providence.org> or call 866 PROVR2R / (866) 776-8727 to schedule your meeting.

### Mindfulness-based Stress Reduction Clinic

**Mondays through March 12**  
**5:30 - 7:30 p.m.**  
**Murphy Room, Providence Center for Faith & Healing**

This eight-week program will help you develop skills for managing stress; and learn how to be more fully present. Pre-registration is required. Call 487-6337.

### Radha Yoga

**Tuesdays • 5:15– 6:15 p.m.**  
**Providence Center for Faith and Healing – Murphy Room**

Stretch, breathe and relax. If you own a yoga mat, please bring it. Cost is \$50 for the session or \$12 per class. Register by calling 838-3575.

### Thriving Before, During & After Breast Cancer

**Sacred Heart, Mother Joseph Room**

Seminars are offered in January, February and March. Attend 1, 2, or all 3. Cost is \$20 per session. Register at [www.cherspokane.org](http://www.cherspokane.org) or call 232-8138.



# > thanks to you

## Providence Health Care Staff

Thank you so very much for adopting 75 children for gifts and stockings for our Christmas Cheer Day, 2011. Your help was greatly appreciated. With your help, our event was super successful! We were able to help 475 families for the holidays. “Spectacular,” “awesome” and “incredible” are some of the words to describe all that Sacred Heart, and more recently, all of Providence Health Care, have done for us. Thank you for supporting us for so many years. You are great!

*Low-income Apartment Complex*

## Holy Family Emergency

Your ER services were beyond exceptional, from the triage nurses who treated my daughter with the best care to the nurses, X-ray tech and doctor. It was one of the best experiences we have had in a hospital ER. The nurse Ginnee was incredible - my daughter wasn't scared at all. Ginnee's experience with children made the visit that much less painful. My daughter has no bruises from the IV fluid. Thank you, Holy Family, you all are great.

## Surgery Admit Unit

This is a long overdue thank you for the nice experience we had when our loved one was admitted for back surgery with Dr. Jonathan Carlson. Special thanks to Amber, Raeann and Bill who inserted the IV line. You were all very kind and patient and we appreciated the great care you provided.

## Sacred Heart, Dr. Bryan Fuhs and Dr. David Peel

Thank you for the excellent care I received at Sacred Heart. While in the hospital I came into contact with a lot of amazing and caring people, doctors and nursing staff. I want to especially thank Dr. Bryan Fuhs, Dr. David Peel, and your director of Internal Medicine (forgot his name), and the emergency room attending physician (lady). I was shocked how well I was treated—it was well beyond my expectation. Everyone was very kind and truly cared for my well being.

## Birth Place, Tom

My partner gave birth to our baby girl on Sunday. I felt compelled to express how impressed I was with the care and service we experienced. I especially wanted to thank the RN Tom Sutherland who helped Kathryn through her last 12 hours of birth; she said, he is a “rock star” in the nursing profession and made the experience very nurturing and memorable, providing care above and beyond the call of duty. We have two friends who were cared for by Tom and both had the same experience.

## Calendar

### Calling All Women

**“Souper” Bowl**  
**February 5 • 10 a.m. – 1 p.m.**  
**Selkirk Lodge, Mt. Spokane**

Self-guided snowshoe and cross-country ski tours, open to women of all skill levels. Includes a “Souper” lunch and prize drawings. Minimum suggested donation: \$30. Proceeds benefit the Women’s & Children’s Free Restaurant. Register online at [www.souper-bowlspokane.org](http://www.souper-bowlspokane.org) or call 869-4136.

### Go Red for Women Luncheon

**February 8 • Noon**  
**Spokane Convention Center**

Benefiting the American Heart Association, For tickets, or more information call 536-1500 or go to [www.spokanegoredluncheon.org](http://www.spokanegoredluncheon.org).

Presented by Providence Sacred Heart and Holy Family hospitals.

### Forget Me Not

**Perinatal Bereavement Course**  
**February 10 • 8 a.m. – 4 p.m.**  
**Avista Classrooms**

Cost: \$110 (Sacred Heart and Holy Family Perinatal/Neonatal Staff: registration fee is waived); pre-registration is required. Call 47206 or email [Shannon.Staudenraus@providence.org](mailto:Shannon.Staudenraus@providence.org).

### Nuns at Noon

**Soup and bread luncheon**  
**February 15**  
**Providence Emilie Court**

Come join us for an hour of conversation and historic storytelling with resident Sisters of Providence. The luncheon is FREE but the space is limited. Please RSVP promptly to x42615 or x42550 to reserve your seat.