

**Technology developments  
take center stage**

Following the successful rollout of Knowledge-Based Charting on the Sunrise Clinical Manager platform at PBCH and HRMC, KBC is now set to "go live" at CCH beginning in August. Support will be available around the clock as units are activated, including "superusers" on each unit who've had extensive training with KBC. Experts from Clinical Informatics and the Center for Learning will also assist, along with CCH Clinical Practice Coordinator Lee Stabler.

Here are upcoming planned KBC activation dates:

- August 22: 2 North, ICU, ED and Ancillary Areas
- September 19: 4 North, 7 North
- October 17: OB, Pediatrics

Also coming in August is the activation of the Electronic Document Management System (EDMS) at CCH. Charts for CCH patients discharged on or after August 27th will no longer be available in paper form. Associates will continue to call medical records to request a chart from a patient's prior visit, but the information will be put into unit-specific electronic queues that can be viewed from the Webstation application, which will be available on the HF Intranet. Physicians will be using a PIN-protected feature of EDMS to complete and electronically sign charts. Watch for training on how to use EDMS, also known as Horizon Patient Folder. For questions about EDMS at CCH contact HIM Imaging Coordinator Terry Barnes at 868-2783. A special EDMS Hotline will be activated in late August.

Also going live during August throughout HF is the new First Access Provider Portal, which allows doctors and their office staffs to access patient information over the Internet from any computer. Among the information they can view are lab reports, radiology images and reports, pathology reports, transcribed reports, plus patient demographics.

**Patient satisfaction check-up**

CCH's overall inpatient satisfaction rating for the month of May was 88.5, which puts us at the 99th percentile of the Press Ganey database. For June we were at the 96th percentile. Keep up the great work and remember to provide extraordinary service, every time and with every person. Here are the stellar performers who met their patient satisfaction targets for the third quarter of Fiscal Year 06:

- 7 North
- 4th Floor
- Outpatient Surgery Registration
- Women's Diagnostic Center
- Pain Clinic

**T**his is an exciting summer at CCH as we work together to become a leaner organization, while never sacrificing quality. We're about two-thirds of the way through what we're calling our "100-Day Workout" and I appreciate the contributions from everyone as we look for ways to work smarter and more efficiently. This process is based on what's known as Lean Six Sigma, a tool used by thousands of leading edge companies to identify ways to improve quality through enhanced business processes. The bottom line is to eliminate waste, which results in cost savings. Our goal at CCH is to find \$1 million or more worth of savings from this fiscal year without compromising quality or patient safety.

So how are we doing? Here's a small sampling of the process changes submitted so far:

- Elimination of bath sized towels in ancillary areas
- Reduce garage electricity usage by decreasing daytime lighting
- Reduce parts cost using coordinated, system-wide purchasing
- Eliminate unnecessary magazine subscriptions
- Reduction of excess inventory
- Utilize the new transcription system's auto-fax feature for physician copies

Some of these are small changes that might save less than \$5,000 a year, but little things add up. One suggestion to utilize an internal staffing agency has the potential to save \$120,000 a year. At its simplest level, Lean Six Sigma looks for causes first, then designs solutions based on careful analysis of their potential. That can be a big difference from the inherent way many people approach problem solving; they tend to go right to the solution only to discover it doesn't fix the underlying, maybe even hidden, problem.

During our 100-Day Workout, I've asked each director to work as a team with other associates, under the direction of project leader Chris Sorensen. The guiding principle during this phase is to target what's called "quality waste." That's when the way we operate does not contribute to the quality of care; does not improve or cause a decrease in patient or medical staff satisfaction; detracts from our performance in accomplishing our mission; or is not a legal or regulatory requirement.

This is about changing the old ways of doing things. Here are some change concepts designed to get you thinking about how you can find "quality waste."

- Eliminate things that aren't used
- Standardize processes where possible
- Reduce or eliminate overkill
- Recycle, reuse or substitute
- Minimize hand-offs
- Adjust to peak and valley demands
- Reduce setup or start up times
- Move steps in the process close together
- Find and remove bottlenecks
- Match staffing to demand and even shape demand

As soon as this phase ends, we'll begin a second 100-Day Workout during which we'll implement the ideas you've suggested and check to make sure they had the intended consequences. Again, I appreciate your involvement in this necessary and worthwhile process.

Finally, thank you to everyone involved in making sure that we were ready in the wake of the cruise ship emergency on July 18. I appreciate the extra efforts of all of you who stayed late or came in early as we prepared for what we feared could have been hundreds of injured patients.

Your professionalism during this emergency proved once again just how important this hospital is to the community we serve.



**R. Roy Wright  
CCH President**

R. Roy Wright, President

- Renovations and enhancements to the first floor public restrooms are near completion at press time, with both the men's and women's facilities expanding from a single stall to three stalls.
- The second phase of the Emergency Department expansion is wrapping up with the new second floor admissions/holding unit slated to open in late July. Plans are underway to renovate the original ED areas so they coordinate with the new area opened during Phase I. This would include new flooring, wallpaper, ceiling tiles, and a new nursing station.
- The Nursery has been relocated to a patient room in the 6th floor Obstetrics area in preparation for renovations to the current nursery.
- The Meditation Room/Chapel has been renovated and is for your use as well as for the use of families and friends of patients.

## AHEAD →

- Site work is underway on the new emergency generator system on the northwest corner of our campus. In an effort to maintain access to the HR building near the construction site, plans are to re-route sidewalks in that area. We appreciate your patience during this project, as any inconvenience from things such as noise and detours will certainly pay off with enhanced capabilities during power outages.
- A much-needed elevator modernization program for the two main visitor elevators in the patient tower is on the horizon. One of the two elevators is permanently out of service with both electrical and mechanical failures and many of the parts are obsolete. The upgrades will include new hoist cables, drive motors and machinery, an updated control panel and safety systems.

## Accreditation news

The CCH Radiology Department was recently awarded a three-year Computed Tomography (CT) Accreditation by the American College of Radiology (ACR) following an ACR qualifying survey. The ACR Accreditation Program evaluates qualifications of personnel, equipment performance, effectiveness of quality control measures, and quality of clinical images. CCH's Radiology Department performed 20,000 CT procedures in 2005. Three years ago, the hospital became the first in Brevard County to obtain ACR CT Accreditation and continues to lead the way, as the first facility to complete the accreditation process for two CT systems simultaneously.

## New Hospitalist onboard

**Nazish Masoodi, MD** has joined the CCH Hospitalist Program following a three-year residency in internal medicine at Sister's of Charity Hospital in Buffalo, NY. Dr. Masoodi speaks five languages and has worked with the United Nations healthcare program in the Dominican Republic. She has extensive experience practicing medicine in a hospital setting and is a welcome addition to our Hospitalist Program, which provides hospital-based care for patients without an assigned primary physician.

## Smoking area reminder

Thanks for reminding associates and visitors that there are only two designated smoking areas at CCH: outside on the north side of the building near the rear entrance by the Call Center, and at the entrance to the parking garage. Everyone needs to comply and help enforce our current smoking policy. Ashtrays placed near all doorways are for litter control only and do not make that area acceptable for smoking. This distinction in our smoking policy is even more critical now that JCAHO makes unannounced survey visits.

## Associate kudos

Congratulations to **Scott Allen**, who achieved the Certified Home/Hospice Care Executive (CHCE) certification recently from the National Association for Home Care and Hospice. Scott is the executive director of HF Home Care and HF Private Duty. The four-year certification requires passing an examination and ensures that home care executives meet uniform professional standards that enhance the quality of home care.

## Star Performers of the Year

At the annual HF awards banquet in June, Star Performers of the Year were named, selected from the quarterly honorees over the past year. Congratulations to Food and



Robin Ryan



Teresa Tyree

Nutritional Services Buyer **Robin Ryan** for being named the CCH Star Performer of the Year and Community Liaison and Educator **Teresa Tyree** for her selection as the Community Health Services annual Star Performer. Both of these women provide exemplary service to the patients and fellow associates whose lives they touch.

## Our most recent quarterly "Stars"

### CCH

Scheduler/Assistant **Catherine Kabana** is known by many for her pleasant voice on the other end of the phone when calling the CCH Cardiopulmonary Department. However, it's her warm, compassionate and caring approach with patients and visitors that truly makes Catherine a star. If a patient is afraid, she will sit with them until they're called for their procedure. If families are confused or uncertain of where to go, she will personally escort them. During Hurricane Frances, she volunteered at a local special needs shelter and even followed up later by phone or in person with some of the patients she met there. Congratulations Catherine on being chosen as the CCH Star Performer for the first quarter.



### Community Health Services

For the patients and their families who rely on the HF Aging Institute, social worker **Lori Schuh** is a lifeline. She's helped develop education, support, and counseling programs that are so valuable following the diagnosis of a memory disorder. In collaboration with the Alzheimer's Association, Lori became the first permanent coordinator of the Early Alzheimer's Support and Education Program (EASE). She's a staunch advocate for patients, making herself available 24/7 when needed, despite working as a part-time associate. Congratulations Lori, on being honored as the first quarter Star Performer for Community Health Services!



### Volunteer

In the past nine years, **Barrie Proulx** has put in more than 8,000 hours of volunteer service at CCH! She currently chairs the Auxiliary in the CCH Ambulatory Department and helps conduct orientation training for new volunteers — a natural fit since Barrie taught school for 35 years. She's also the CCH Auxiliary's 1st Vice President and helps out with health fairs, flu shot clinics, and fundraisers. Beloved by co-workers in her department, her selection as our latest Star Volunteer is a well-deserved honor.



## National endoscopy honor

For the second year in a row, the CCH Endoscopy nursing team has been awarded the Excellence in Professionalism Award from the Society of Gastroenterology Nurses and Associates (SGNA). This national award is given to facilities that document that more than half of their nurses are certified in Gastroenterology. CCH boasts 100 percent certification of its Endoscopy nurses.

## Stroke center certification

We've received word that CCH has been initially granted Primary Stroke Center certification following the June 23 survey by the Joint Commission on Accreditation of Healthcare Organizations. No recommendations for improvement were cited and the surveyor commended CCH on its program. Congratulations to the entire CCH team led by **Donna Shaw, RN, MS, CPHQ** on a very successful survey.