



WASHINGTON  
COUNTY HOSPITAL  
AND CLINICS

# VITAL *signs*

Quarterly Newsletter to WCHC Friends

Fall 2008

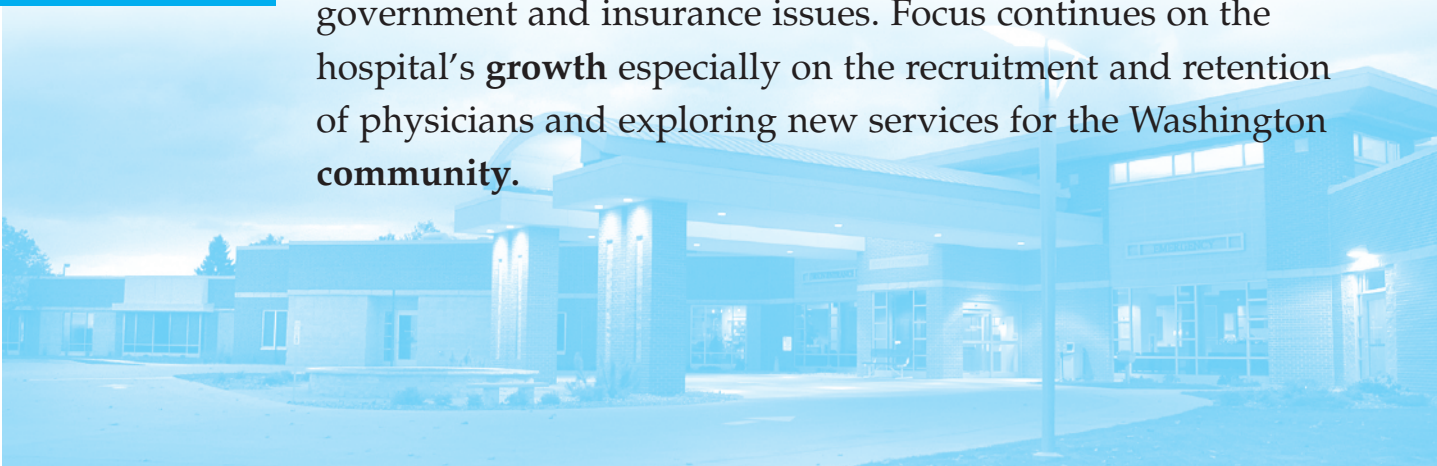
## 2007-2008 Report to the *Communities We Serve*

### WCHC's Key Result Areas

People  
Quality  
Customer  
Service  
Growth  
Finance  
Community

**I**n recent years the Washington community has seen great progress and Washington County Hospital and Clinics is proud to have been a leader of the progress in healthcare. For the past three years WCHC has been focused on completing new hospital facilities. The excitement continues at WCHC where focus continues on providing excellence in healthcare, close to home.

WCHC's **people**; staff, physicians and volunteers collaborate to ensure the best possible care for each patient. The care offered is improved by new facilities which are made more efficient by the advanced technology and efficient design. All staff are dedicated to improving the **quality** of care and **customer service**. New opportunities in **finance** are affected by the increased usage of the building and constantly changing government and insurance issues. Focus continues on the hospital's **growth** especially on the recruitment and retention of physicians and exploring new services for the Washington **community**.



# People

During the past year, WCHC welcomed many new staff members from the Washington Medical Clinic, which became the Washington County Hospital Medical Clinic. The total number of staff at WCHC is now over 300, which makes it the second largest employer in the county, second only to the Riverside Casino and Golf Resort. The hospital is committed to maintaining competitive wages and benefits to keep the best healthcare workers right here in Washington. The average non-physician hourly wage at WCHC is over \$18 per hour.

## At Home at WCHC

Over the last sixteen years, Dorothy Smith has seen many changes at WCHC. Her husband was born in the original hospital and her husband's grandmother was one of the first students to graduate from the Nursing School. Dorothy was recently a patient for gallbladder and hernia surgery. The day of her surgery the staff was so friendly and kind, especially David Schluetter who was her primary Operating Room Nurse. Dr. Frank Sanfiel, WCHC's General Surgeon, performed the surgery. She was nervous about the surgery but said, "Dr. Sanfiel was kind and thoughtful. He patted my hand and reassured me that everything was going to be ok. He took the time to answer all of my questions and was very patient with me. I never once questioned his abilities as a doctor or surgeon." Dorothy mentioned that she thought the nurses and Dr. Sanfiel made a great team and she could not have been happier with the care that she received.

Dorothy is very happy with the new facility and WCHC's investment in the community. Dorothy is impressed with the upgraded technology for the nurses and the cleanliness of the facility. She states, "I trust the physicians at WCHC and always feel like they do have time for me and my family. WCHC is very in tune with their patients and what is important to them during their stay and recovery. I would definitely recommend anyone to use WCHC and their services. After all, a hospital is a family taking care of another family. I felt right at home at WCHC."

# Quality

Last year reducing falls and adverse drug events were the main areas of focus in quality. Efforts made by nursing and support staff reduced WCHC's rates to below the state averages. New technology was also implemented that offers sophisticated systems to reduce the chance of any type of drug errors. In the future more work will be done to implement further improvement strategies for patients with Congestive Heart Failure, Pneumonia, Heart Attack and Surgical Site Infections. New safety initiatives and upgrades to work towards electronic health records will be implemented.

WCHC was recently recognized for outstanding performance by ServiShare/LaMair Mulock Condon Co./ Farm Bureau workers' compensation program. WCHC was awarded the Employee Safety Program Award as one of the top five hospitals that have exceptional safety and claim management programs in place. WCHC also received the Strain/Fall Prevention Award which was presented to hospitals with no claims for falls and strain type injuries for the two-year period ending June 30, 2008.



**David Schluetter - RN, Dorothy Smith,  
Dr. Frank Sanfiel**



**Using bar code technology to dispense  
medication**

# Customer Service

WCHC's recent construction of a \$22 million hospital best shows its commitment to its customers. However, WCHC also realizes that customer service extends beyond the private patient rooms and quieter hallways, into the daily interactions between staff, physicians and the patients. WCHC chose to voluntarily participate in the nationwide HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems) program, which offers consumers an "apple to apple" comparison of hospitals on customer service standards. Many efforts are underway at the hospital to continue to improve the customer service skills of staff and physicians. Staff members are currently focusing their efforts on a quicker response to call lights and better pain control. A renewed focus is also being placed in all patient care areas on contacting patients after discharge to follow up on any concerns or questions they may have.

The adjacent chart shows much improvement has been made in many areas, and WCHC will continuously focus on improving.

# Growth

Enhancing the community's access to primary healthcare and expanding new services are the main opportunities in this area. In the past year Washington Medical Clinic joined Washington County Hospital and Clinics. Derek Anderson, MD, joined this clinic as a Family Practice Physician. In addition, Family Practice of Washington added Amanda Kleese, Pediatric Nurse Practitioner to their staff. Focus will continue on keeping our quality physicians and attracting new ones to the Washington Community. The care of local physicians is complemented by WCHC visiting Specialty Clinic physicians.

Below is a current listing of WCHC's Specialty Clinic physicians, noted in italics are the newest additions. More information on each physician and when they come to Washington is available at [www.wchc.org](http://www.wchc.org).

## Cardiology

- *Dr. John Chase, University of Iowa Hospital and Clinics, Wednesdays*
- Dr Stephen Schomer, Iowa City Heart Center – Tuesdays
- *Dr. Nicholas Walker, Iowa City Heart Center – Mondays*

## Ear, Nose Throat

- Dr. Dwayne Capper – ENT Medical Services of Iowa City - Thursdays

## Neurology

- Dr. Todd Ajax –Neurologic Associates of Iowa City - Wednesdays

## Urology

- Dr. Gordon Goldsmith – Urologic Associates of Iowa City – Tuesdays
- Dr. James Skarda – Urologic Associates of Iowa City – Tuesdays

## Psychiatry

- *Dr. Nancy Beyer – University of Iowa Hospital and Clinics – Tuesdays*

## Ophthalmology

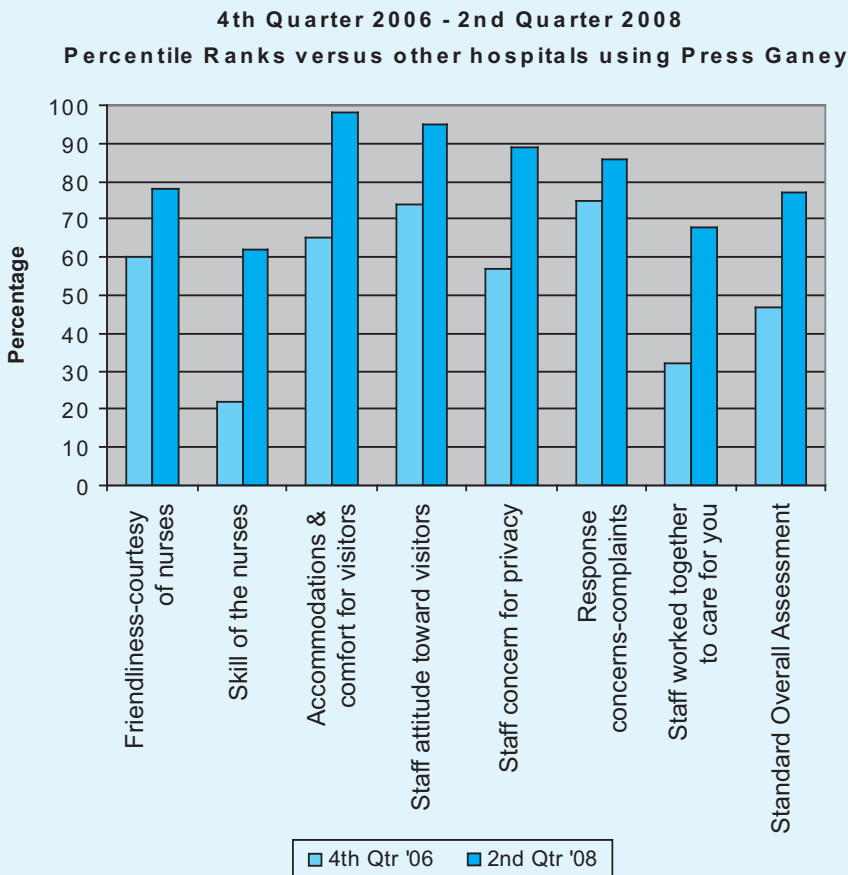
- Dr. Todd Gothard – Wolfe Eye Clinic, Wednesdays

## Podiatry

- Dr. Howard Cox – Town Square Family Foot Care - Mondays, Wednesdays and Fridays

## Pulmonology

- Dr. John Fieselemann – University of Iowa Hospital and Clinics - Tuesdays

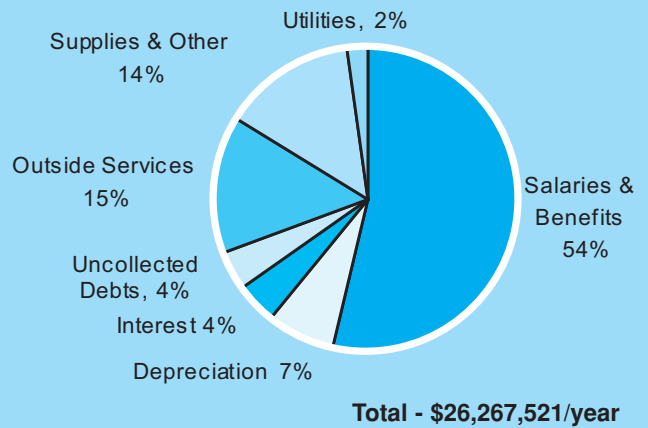


# Finance

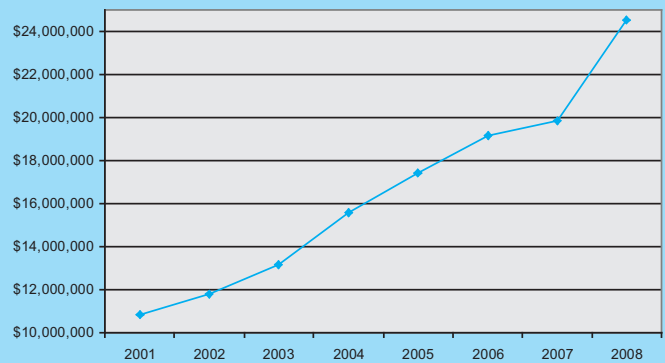
## 2007-2008 Medical Overview for fiscal year ending June

	2008	2007
Total Patient Days	21,801	20,556
Inpatient Admissions	2,175	2,029
Births	126	83
Total Laboratory Procedures	82,460	75,416
Total Radiology Procedures	14,892	14,810
Mammograms	1,385	1,489
CT Scans	1,996	1,897
MRI Scans	442	392
Bone Densitometry	265	261
Total Surgical Cases	687	657
Endoscopy Procedures	386	427
Physical Therapy Modalities	13,384	13,132
Outpatient Visits	44,529	43,887
Emergency Room Visits	6,030	5,284

## Percentage of Operating Costs by Category



## Net Patient Service Revenue 2001-2008



# Community

Community benefit goes beyond the numbers stated below. It reaches into the heart of the impact WCHC has on the local community. WCHC has a mission to be the central resource for improving health and promoting wellness in all our communities. The financial numbers displayed reaffirm that mission along with the other community wide activities. These services include, but are not limited to, targeted efforts such as community education, support groups, health fairs, and participation in community wide events. WCHC also offers a financial assistance program to those in need, details are available on this plan under the Billing Department Section at [www.wchc.org](http://www.wchc.org).

Annual Discounts to Medicare Patients (Contractual Adjustments)	\$6,729,886
Discounts to Medicaid Patients (Contractual Adjustments)	\$1,357,820
Costs in Excess of other (includes Charity Care Program, BCBS and others)	\$3,663,733
Free or discounted Community Education or other health services	\$35,000
Uncompensated Care	\$1,133,055



Health Fair for Kids



Liz Miksch giving community tour

# Foundation *wch*



Foundation Board



Golf Committee

## WCHF Activities

The Foundation has several events and campaigns throughout the year. In May is the annual Care for Our Kids Golf Classic, which is a 4 person best ball golf event that pairs up with a Eastern Iowa Pro. The one-day event raises funds to promote healthcare for kids in our area.

In August the Foundation hosts Pork Fest which is a pork-loin fundraiser dinner. This fun event features Dick Gallagher's famous pork loin and raises funds to help the Foundation's mission.

Each year, an Employee Giving Appeal is held in which staff can elect to have an amount taken out of their pay each week to donate to the Foundation. Nearly fifty employees support the Foundation's General Fund or a specific area of WCHC.

A Holiday Appeal is held each December as the Foundation's Annual Appeal to all past donors to make their annual contribution to the WCHF. These contributions are used to help fund the many purchases the Foundation makes for WCHC.

## Washington County Hospital Foundation gifts to WCHC – Fiscal Year ending 6/30/08

Lab Equipment	\$25,000
Staff Education	\$3,944
Landscaping Additions	\$20,375
Patient Scooters	\$4,605
McCreeedy Home Dining Room Furnishings	\$34,303
McCreeedy Home Activities	\$1,040
Employee Designated Purchases	\$5,031
Emergency Prescription Fund	\$297
Vital Signs postage	\$6205
hawk-i premiums	\$1,120
<b>Total</b>	<b>\$101,920</b>



## WCHF Gift Shop Holiday Open House

Friday, November 7th 9 am – 7 pm  
Saturday November 8th 9 am – 3pm



400 East Polk  
Washington, IA 52353

*WCHC Board of Trustees*

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urges readers to consult private physicians.*

# News *briefs*



**Bonnie Kester** has taken on a new position as Chief Nursing Officer. Bonnie has worked at WCHC for almost a year and is excited to assume this role. She received her BSN from the University of Iowa and is currently working towards her MSN in Nursing Administration. She has been an RN for over thirty years. Bonnie and her husband, Larry, have been married for 27 years and have three grown sons-Joel, Philip and Stephen, and two granddaughters. WCHC is happy to welcome Bonnie as Chief Nursing Officer.



WCHC is happy to announce **Margie Trousil** as the new Associate Chief Nursing Officer. Margie has worked at WCHC for the past ten months. She received her BSN from the University of Iowa and is enrolled in the Masters program at the University of Illinois for Nursing Leadership, and is also completing her Masters studies in Gerontology with a focus in End of Life Care. Margie has been a nurse for over 31 years in a variety of different healthcare settings. She and her husband live in Fort Madison and have three grown children.



**Katie Pidgeon**, Pharmacist, recently joined the Washington County Hospital and Clinic's Pharmacy Department. She graduated in 2006 with a Doctor of Pharmacy from Drake University. Before coming to WCHC, she worked at Genesis Medical Center in Davenport. Katie enjoys the small, community hospital setting and feels fortunate to have a clinical/hands-on pharmacy position at WCHC. Katie lives in Salem and is recently engaged to be married next year.



**Liz Naughton**, Physical Therapist, has joined Washington County Hospital and Clinic's Physical Therapy Department. She received a Bachelor of Science in Psychology and a Doctorate of Physical Therapy from the University of Iowa in December of 2007. Before coming to WCHC, she worked at Mercy Hospital in Cedar Rapids doing Inpatient Therapy. Liz enjoys the diverse patient population in Washington. She likes working with patients of all ages and diagnoses, but especially enjoys working with patients who have back and neck injuries, sport injuries and aquatic therapy. Liz resides in Coralville.



**Jim Van Winkle** is the new Director of Pharmacy at WCHC. He received his Doctor of Pharmacy degree from the University of Iowa in 2002. Before getting his doctorate, Jim was the first pharmacy student to rotate through WCHC. He had a positive experience and was excited at the opportunity to return as a staff pharmacist in 2005. Jim and his wife Kristin, a Respiratory Therapist at WCHC, moved to Washington in 2007. Jim is looking forward to meeting the needs of WCHC as the Pharmacy Director.