

CONNECTIONS

A message from Bill Leaver to our leaders across Iowa Health System | January 2010



Staying Connected

Happy New Year! Welcome to Iowa Health System Connections, a monthly e-newsletter to share news from throughout the health system. Please share this news with others who may find it of interest. Thanks for all you do to help us achieve our Vision of delivering the Best Outcome Every Patient Every Time.

Bill

The Finley Hospital – Dubuque Opens 40-Room Expansion

The Finley Hospital recently celebrated completion of a 21-month, \$10.5 million renovation to add 40 patient rooms to the existing hospital. The two-story, 28,400 square foot, expansion completes Finley's conversion to all acute care private patient rooms. "This expansion enhances quality of care for the patient," John Knox, president and CEO at Finley said. "Recovery is quicker, exposure to infection and other health and safety concerns are drastically reduced in private rooms."



The photo on the left shows the expansion that added two levels to the west wing of the hospital with 20 additional patient rooms on each level. The construction followed the Green Building Rating System.

St. Luke's – Cedar Rapids Associates Recognized for Donating over \$1 Million

St. Luke's employees have been awarded a presidential medallion recognizing their giving of more than \$1 million to St. Luke's Health Care Foundation over the course of the Foundation's existence.

Tina Rice (far right) and Chris Montross (second from left) accepted the award from St. Luke's CEO Ted Townsend on behalf of all employees. Nancy Skogsbergh (second from right) represented retired St. Luke's associates.



United Medical Park Surgery Center Expansion in Waterloo is Complete

A recently completed expansion project has positioned the Allen Ambulatory Surgery Center for a transition in 2010.

Crews broke ground on the \$10 million project, which added about 14,000 square feet to the surgery center, in late 2008. The additional space, which includes 11 private pre-operation rooms, six recovery bays and 14 ambulatory recovery rooms, will allow doctors to complete more complex surgeries that may require up to 23 hours in recovery.



"The overnight option allows our teams to work much later in the day, which gives patients more flexibility in scheduling," said Jay Willsher, the hospital's vice president of regional operations. "And the acuity level of what we can do will be turned up a notch."

Rick Seidler, president and CEO of Allen Health System, said increasing the kinds of surgeries that can be completed at the outpatient center also will relieve some of the congestion in the main hospital's operating rooms.

St. Luke's – Sioux City Sets Birth Record

St. Luke's Regional Medical Center in Sioux City has set a new record for births.

Last year 2,146 babies were born at St. Luke's, topping the previous birth record of 2,102 births set in 2008. Of the total babies born at St. Luke's in 2009, 1,111 were boys and 1,035 were girls.

The hospital had 51 sets of twins, also a new record, in addition to two sets of triplets. In the month of December alone, there were seven sets of twins and one set of triplets born; six of those sets were born in just the last two weeks of the month.

Overall, the busiest month for St. Luke's in 2009 was September, when 199 babies were born in St. Luke's Birth Center.

Grundy County Memorial Hospital – Grundy Center Wins National Top Performer Award

Grundy County Memorial Hospital has been honored as a 2009 Summit Award Winner by Press Ganey Associates, Inc.

Press Ganey currently partners with more than 10,000 health care facilities, including over 40 percent of U.S. hospitals, to measure and improve the quality of care. The Summit Award recognizes top performing facilities that sustain the highest level of customer satisfaction for three or more consecutive years.



Pam Delagardelle, CEO of Grundy County Memorial Hospital said, "It is an honor and privilege to work with such competent, caring and compassionate people who really live out the mission of our organization."

“Best in Quad-City Area” for Cardiac Services

Trinity Medical Center - West Campus, Rock Island, has been ranked the best in the Quad-City area for Overall Cardiac Services, Cardiology, Cardiac Surgery and Coronary Interventions for 2010, according to a new study by HealthGrades, the nation’s leading independent health care ratings organization. The nation’s nearly 5,000 nonfederal hospitals were all included in the sweeping study, which examined mortality rates and complication rates from government data from 2006, 2007 and 2008. Trinity also is among the top 10 percent in the nation for Overall Cardiac Services, Cardiology and Coronary Interventions.

As a result, Trinity Medical Center has received the following cardiac recognitions:



HealthGrades 2010 Cardiac Service Excellence Award
HealthGrades 2010 Cardiology Excellence Award
HealthGrades 2010 Coronary Intervention Excellence Award
Five-star rated for Cardiac Surgery
Five-star rated for Coronary Interventions
Five-star rated for Heart Attack

According to HealthGrades, hospitals that achieve a “five star” designation have patient outcomes among the top 10-15 percent of the hospitals in the country.

The HealthGrades 12th annual Hospital Quality in America study analyzed outcomes from nearly 40 million Medicare hospitalizations records. Top performing hospitals, like Trinity, had dramatically lower mortality rates than other hospitals according to the study. For the 17 procedures and diagnoses analyzed, patients at top hospitals had a 72 percent lower chance of dying when compared with the lowest-performing hospitals, and a 52 percent lower chance of dying when compared to the U.S. national average.

Trinity Regional Medical Center - Fort Dodge Applies Laboratory LEAN Process

In an effort to do more with less, Trinity Regional Medical Center in Fort Dodge applied the LEAN process in its laboratory. LEAN means creating more value with less resources. Once Trinity began to investigate the laboratory’s work processes using LEAN principles, it was determined the cost savings would be significant, nearly \$600,000 over three years – just through the elimination of waste.

The team identified several areas to improve their workflow and efficiency. In particular, two areas had the greatest impact on patient and physician satisfaction – the restructure of the morning workflow and redesign of the lab layout.

To reduce the wait times for morning lab results, the staff determined that all specimens should be collected no later than 7:30 a.m. in order to have the results on the patient’s chart by 8 a.m. When lab results are on the chart by 8 a.m. the physician has the information before visiting the patient in the morning. Improved lab turnaround times benefit the patient by potentially shortening wait times for scheduling tests and/or procedures, and ultimately discharge orders.

The staff also identified the need to eliminate wasted motion. To determine the amount of wasted motion, the lab staff was videotaped, and, from the video, a movement diagram, or a spaghetti diagram, was created. The lines on the diagram crisscrossed the page and in some turned into what looked like a tangled mass of string – the image of opportunity. From the spaghetti diagram, the layout of the laboratory was redesigned to assist in standardizing work and to enabling staff to be more efficient and productive.

Before the restructure of the morning work flow, 45 percent of the lab tests ordered were completed and available on the chart by 8 a.m. By December the restructure and redesign was completed and 98 percent of the results were on the chart by 8 a.m. – exceeding their goal of 90 percent.

Iowa Health Physicians Recognized by Medical Group Management Association

Iowa Health Physicians has been honored by the Medical Group Management Association. It was recognized as a Better Performer in the MGMA Performance and Practices of Successful Medical Groups: 2009 Report Based on 2008 Data.

Iowa Health Physicians qualified for this award based on performance in accounts receivable and patient satisfaction. This is the third award for Iowa Health Physicians in the last four years.



Enhanced Robotic-Assisted Surgery at Iowa Methodist Medical Center – Des Moines

Iowa Methodist Medical Center has announced a new, enhanced robotic-assisted surgery to treat patients. Iowa Methodist Medical Center is the first hospital in Iowa to upgrade to this technology and offer this surgical equipment option.

The first procedure was completed Dec. 21 on an adult female patient. Pediatric patients also will be treated using this equipment by pediatric surgeons at Blank Children's Hospital.

"The Da Vinci Surgical System allows a surgeon greater visualization, enhanced dexterity, precision and control and superior ergonomics," said Dr. Steve Stephenson, Chief Operating Officer, Iowa Methodist Medical Center. "Multiple clinical studies have shown that the Da Vinci Surgical System offers patients shorter hospital stays, less pain, less risk of infection, less blood loss and transfusions, less scarring and faster recovery."