

# MED EXEC HIGHLIGHTS

From your Delta Health Med Exec - Dec 2022



## Coming up on the Calendar:

- ◆ **New Year's Day Observed**  
Mon Jan 2
- ◆ **OB/Peds Committee**  
Wed Jan 4 at 7:00 am - Room B
- ◆ **Sneak Peek Lunch & Learn**  
New Pet / CT Scanner (see below)  
Mon Jan 9 at 11:30 am - Room B  
Wed Jan 11 at 11:30 am - Room A
- ◆ **Tumor Board**  
Tue Jan 10 at 7:30 am - Mesa Lakes
- ◆ **Grand Rounds**  
Wed Jan 18 at 7:30 am - Mesa Lakes
- ◆ **Outpatient Medicine Committee**  
Wed Jan 25 at 7:30 am - Room B

Come learn about our new digital **Cartesion Prime PET/CT system**; the first on the western slope. You can have an exclusive tour on Jan 9 or Jan 11 at 11:30 a.m. If you are interested, please sign up at the concierge desk or by emailing [concierge@deltahospital.org](mailto:concierge@deltahospital.org).



Education and training for our radiology staff will take place Jan 3rd - 20th. We look forward to having this new service available for your patients by the end of January.

## From your CEO

2022 has been a great year for Delta Health. We started the year by obtaining sole community hospital status which allowed us to gain access to 340b drug pricing and we capped this good fortune off by passing a sales tax ballot measure. All of these things have allowed us to regain solid financial footing. This means that we can continue to invest in our valuable human resources, infrastructure, and technology.

As we round out our 3-year strategy map, some areas need to keep our attention. In 2023, our goal is to be a Leapfrog Grade A facility with a CMS 5-star rating. Although many factors go into these scores, the single common denominator is safe, high-quality patient care. I am confident that we can accomplish this feat as a team of healthcare professionals.

In this season of gratitude, I want to pause and be grateful for you. It's your unwavering support that allows us to do what we do day in and day out. The equation is that simple, your generosity and dedication to Delta Health inspire all of us. Thank you from the bottom of our hearts.

Wishing you a wonderful holiday season,

Matt Heyn

## From Your Department Heads

During the November Department Head meeting, our Leaders were asked to write down their department's **Top Accomplishments for 2022**. See the attached list of 31 clinic and department successes in the Delta Health organization, for example:

**Laboratory:** Hired new blood bank manager and achieved a spotless CAP survey

**Pharmacy:** Implemented 340b and got 9 out of 10 points for antimicrobial stewardship HQIP survey

**ICU:** Implemented electronic scheduling and 8 staff have completed ultrasound I.V. training

**Behavioral Health:** Hosted a community support grief event following the tragedy involving students from Hotchkiss and Paonia

There are more ! ...

## Delta Health Finances

Nov 2022 and Dec 2022 financials will be presented to the Board of Directors on Jan 16th and will be reported in January's Highlights.

**Oct 2022 financials** resulted in a net deficiency from operations of (\$128,239).

YTD net income was (\$1,364,970).

Medicare/Medicaid as a % for the month of Oct was 76.8%.

Accelerated payments to repay our pandemic grant totaled \$894,037.

## VOLUME

Admissions for the month were 120

Oct's patient days were 494

Average length of stay was 4.30

Average daily census was 15.9

## REVENUE

Hospital gross revenue for Oct was \$20,385,320. Deduction from revenue was \$13,388,330. Net revenue % for Oct was 34.32%.

## EXPENSES

Contract labor decreased in October.

## STATISTICS

Births	9
Surgeries	156
Scopes	87
ED Visits	1,224
Clinic Visits	4,399
Home Health Visits	606
PT/OT/Speech	5,364
Laboratory	19,295
X-Ray, Ultrasound	1,993
CT/MRI	944
Cardiac Rehab	311
Cardiopulmonary	793
Infusion Procedures	955

## Delta Health MED EXEC COMMITTEE 2023 - 2024



At our annual medical staff meeting in Nov **Dr. Jarred Freese** received a majority vote to become our next **Chief of Staff**.

Dr. Freese has been a provider at the Internal Medicine clinic (now called Adult Primary Care) since 2012. Dr. Freese was the Medicine Chairman from 2015 - 2017, so he is familiar with the Med Exec Committee and looks forward to representing our medical staff with Administration and the Board.

The OB/Pediatric Committee voted for **Dr. Amber Angles** to continue being the **OB/Peds Chairman**. Dr. Angles joined us in 2019 after graduating from the advanced maternity care track at the North Colorado Family Medicine Residency. Dr. Angles works closely with OB Unit Director Jan Humphrey and Delta Health's OB providers to provide the best care we can to our new moms and babies in the community.



**Dr. Kyle Nickel** was voted in as the **Surgery/ Inpatient Medicine Chairman** for the second time since he has been a member of the Surgery Committee and Pharmacy & Therapeutics committee. Dr. Nickel is also an active member of the Trauma Committee, Tumor Board and Grand Rounds. Dr. Nickel has been a member of the medical staff since 2014.

The outpatient clinic providers voted for **Dr. Jonathan Richman** to continue being the **Outpatient Medicine Chairman**. Dr. Richman also heads the Provider Wellness Committee, which is open to all medical staff members. Dr. Richman joined Delta Health's Family Medicine Clinic in Delta in 2017. He provides OB services, as well as endoscopies in the surgery department.



We need a new photo of Dr. Carl Richards. His hair is quite a bit longer than shown here, although he often has it pulled back under his scrub hat. The emergency providers voted for **Dr. Carl Richards** to continue as **Emergency Chairman**. Dr. Richards has been a leading partner in the Emergency Department since 2014. Dr. Richards also represents the Trauma Committee at Med Exec.

The Trauma Committee is co-chaired by Dr. Hallie Blunck (emergency physician) and Dr. William Cole (surgeon).



## Delta Health 2022 Successes

1. Surgery
  - a. Acquired Delta Surgical Associates
  - b. Dedicated purchasing employee in the OR
  - c. Introduced new product called “Bulkemid, which is for female incontinence which is going to be a great benefit to patients and fill a need we did not have before.
2. Anesthesia
  - a. We are fully staffed with extraordinary CRNAs; no more CRNA locums
  - b. Dedicated CRNA office
  - c. Implemented a pre-anesthesia optimization screening program; significant decrease in same-day cancellations
  - d. Improved working relationship with surgeons
  - e. Implemented data collection process for our occurrences and procedures
  - f. Acquired epidural cart
3. Radiology
  - a. “In-house” radiology which has dropped our STAT RAD use by 71% and has improved response times.
  - b. PACS system was connected to Western Colorado Radiology group.
  - c. New PET/CT is being installed
  - d. We have ultrasound 7 days a week (previously 5 days a week)
4. Cardio Pulmonary
  - a. New PFT machine in cardio-pulmonary
  - b. New stress test equipment in cardio pulmonary
  - c. Sleep lab is now open 6 days a week (previously open 5 days a week)
  - d. RT is fully staffed for the first time in 3 years
5. Laboratory
  - a. We have hired a new blood bank manager
  - b. Spotless CAP survey
6. Pharmacy
  - a. Implemented 340b
  - b. Hired a fantastic 340b coordinator
  - c. Successfully passed pharmacy survey
  - d. Cross-trained 2 pharmacists in oncology
  - e. 9/10 points for antimicrobial stewardship HQIP survey
  - f. Greatly improved inventory management, decreased “outdates” by 900 items
7. Labor & Delivery
  - a. Greater than 95% medication scan rate
  - b. Started year with 3 travelers and now zero
  - c. Initiated quantitative blood loss measurement for post-partum hemorrhage quality improvement
  - d. Implemented electronic scheduling
8. Hospital wide/Administration
  - a. Excellent DNV Survey
  - b. Sales Tax initiative passed
  - c. Sole Community Hospital passed (which gave us 340b drug pricing)
  - d. Good physician recruitment – 3 new FPOBs and 1 new surgeon
  - e. Implemented a nurse residency program
  - f. Doubled our high flow oxygen system capacity
9. Med/Surg
  - a. Using the WPM, saved 3,027 hours of fte hours
  - b. Highest number of nominations in Quarter 3 for the Daisy Award since its inception
  - c. Implemented electronic scheduling
  - d. Maintained 95% medication scan rate
  - e. Acquired smart Baxter pumps
  - f. HCAHPS showing improvement
10. ICU
  - a. 8 staff have completed ultrasound I.V. training
  - b. Implemented electronic scheduling
  - c. Greater than 95% medication scan rate
11. EVS
  - a. Celebration board in the department to help team morale
  - b. Implemented “patient connection tools” that helps EVS to connect to patients on the floor
  - c. Implemented protocol of visiting patients 2 times per day with a “hello and a tidy-up” rather than just once
12. Emergency Department
  - a. Fully staffed with no travelers
  - b. Increased department’s PRN pool to cut down on overtime
  - c. Several RNs passed the CEN exam

### 13. Oncology/Infusion

- a. Medicaid now reimbursing on infusion drugs
- b. Updated bio-similar drug list for better reimbursement
- c. Have saved over \$100K in appealing recoupments and denials
- d. Achieved provider-based clinic status
- e. Completed and submitted the application for the CMS Enhanced Oncology Model

### 14. Home Health

- a. Spotless home health survey
- b. Expanded services in Montrose
- c. Increased census
- d. Redesigned intake department

### 15. Foundation

- a. Increased chaplains by 3
- b. Increased use of local businesses for swag and banners
- c. Created Delta Health swag website
- d. Fresh flowers in gift shop

### 16. Plant Operations

- a. Completed Paonia PT remodel
- b. Completed Delta Family remodel
- c. Completed Safe Room
- d. Completed Central Sterile washer/sterilizer installed
- e. Pain Clinic C-arm installed
- f. 24/7 security hired
- g. PET/CT being installed
- h. Crack/seal coat of parking lot

### 17. Information System

- a. Completed data center upgrade
- b. Build additional redundancy into system
- c. Set up for remote workforce for various department
- d. Provided new computer hardware for DFM Clinic
- e. Provided new computer and network hardware for the Surgical Clinic and joined them to the DH domain
- f. Zero unscheduled downtimes
- g. Zero data breaches

### 18. Purchasing

- a. Came online with new GPO
- b. Procedure codes in Meditech and on our stickers to streamline charting and billing in OR
- c. Expanded into OR to help them manage stock and inventory
- d. Added barcodes to hospital inventory

### 19. Quality/Education

- a. Granted CME accreditation for next 4 years
- b. Kept all certification classes in house and doubled frequency of offerings
- c. Offer community courses – total joint, CPR, and babysitting
- d. Successful implementation of staff committee meetings
- e. Sepsis core measures have improved from 64% to 84%
- f. Implementation of the E3 committee
- g. Implemented a new auditing system “Qualaris” used in leadership rounding and audits for HTP and DNV.
- h. Leapfrog test went from 54% to 84%

### 20. Medical Staff

- a. Credentialed 34 new providers this year
- b. Leased and furnished two new apartments at Grand Mesa Flats which saves us substantial monies on hotels and other lodging
- c. Implemented monthly email recruitment updates

### 21. Marketing

- a. Signage updated throughout campus
- b. Conducted a successful health fair (including bilingual staff)
- c. Resumed quarterly magazine
- d. Grants written and received
- e. Viewership is up 60% on our social media platforms
- f. Have over 1,000 Instagram followers
- g. Completed Community Health Needs Assessment

## 22. Physical Therapy

- a. Significant increased growth (1,700 patients in October)
- b. Added Saturday clinic hours
- c. OT services have expanded
- d. 60% of DME (Durable Medical Equipment) certification complete
- e. Conducted "Women and Weights" program at the Delta Rec Center
- f. Hired a new speech therapist

## 23. Adult Primary Care Clinic

- a. Hired a certified patient navigator that helps decrease no-show rates and decrease ED usage
- b. Hired 2 new providers
- c. Hired clinic RN working to develop a diabetic education program
- d. Grant received to implement Team Based Care to become more efficient
- e. Increased collaboration and cooperation between all clinics

## 24. Business Office

- a. Darla obtained her credentialing specialist certification
- b. Worked on all provider-based clinic applications
- c. Implemented loan program with Bank of Colorado for patients with balances over \$500. They can pay for 60 months and the hospital gets all money up front and patient pays the bank.
- d. Contracting with Kidz Clinic to do their billing for a fee which benefits our hospital and the community
- e. Radiology scheduling streamlined; better patient experience
- f. No-auth write-offs down 60% and Medical necessity write-offs down 50%
- g. Successful CICP audit

## 25. Pain Clinic

- a. C-Arm installed
- b. Staff received specialized training in pain services
- c. Collaborating with PT Department and Behavior Health to provide comprehensive pain management to patients
- d. Has operated in the black the last 9/10 months

## 26. Delta Family Medicine Clinic

- a. Grant received to implement Team Based Care to become more efficient
- b. Clinic revenues in the black for 9/10 months in 2022
- c. Diabetic patients are between 80-85% up to date on their exams due to implementation of new protocol
- d. New program implemented for alcohol and opioid use (first program in the State to reach 10 patients)
- e. Successful RHC survey
- f. Successful move into new space

## 27. West Elk Hotchkiss Clinic

- a. Grant received to implement Advanced Team Based Care to become more efficient
- b. Perfect RHC survey
- c. Implemented better process to reduce expired supplies
- d. Increased patient volumes thanks to 2 new providers

## 28. Delta Health Surgical Clinic

- a. Closing gap on colonoscopy wait times
- b. Completed full integration into clinic system and Athena system

## 29. Behavioral Health

- a. Hosted a community support grief event following the tragedy involving students from Hotchkiss and Paonia
- b. Collaborated with surrounding communities on the Opioid Response Team
- c. Sponsored CME training for providers for PDMP changes
- d. Hired fourth behavioral health clinician

## 30. Human Resources

- a. All hourly employees received market adjustments to be aligned with FMV wages
- b. Revamped the new-hire onboarding process to be quicker and smoother
- c. Applied for FEMA Grant to get reimbursed for travelers during COVID

## 31. Nutrition Services

- a. Installed new plate warmer/patient tray system. This improved Press Ganey scores.
- b. New patient menu to meet challenges related to increased food costs and supply chain challenges
- c. Upgrade on nutrient calculation software