

2016



ACCOMPLISHMENTS

FISCAL YEAR 2016

 **Natividad** MEDICAL CENTER

OVERVIEW



Quality



*Patient
Satisfaction*



Growth



*Human
Resources*



Technology



Stewardship





QUALITY



QUALITY: TRAUMA

- ▶ Celebrated the 1-year anniversary of receiving designation as the county's level II Trauma Center serving 1397 trauma patients the first year of operations.
- ▶ Patient Arrival: 76% arrived by ambulance, 15% by helicopter, and 8% by car.
- ▶ Top Three Injury Types: motor vehicle collision, falls, motorcycle collision.



QUALITY: TRAUMA



- ▶ Highly skilled trauma care team in house 24/7 of physicians, nurse practitioners, nurses, technicians and support staff.
- ▶ 7 fellowship trained trauma surgeons, 7 enhanced medical specialty services.
- ▶ Extensive staff education and training on trauma care.
- ▶ Community trauma prevention programs.
- ▶ \$1.1 million donated by the community to support Natividad Trauma Center.

QUALITY

- ▶ Received an “A” rating in The Leapfrog Group’s Hospital Safety Score, a twice-annual survey of more than 2,500 hospitals across the nation measuring and publicly reporting hospital performance.
- ▶ Conducted Culture of Safety and Employee Satisfaction Survey with Pascal Metrics achieving 63% response rate and developed action plans based on survey results.
- ▶ Completed a successful on site Joint Commission Intracycle accreditation survey.
- ▶ Completed successful State of California Medication Error Reduction Plan Survey

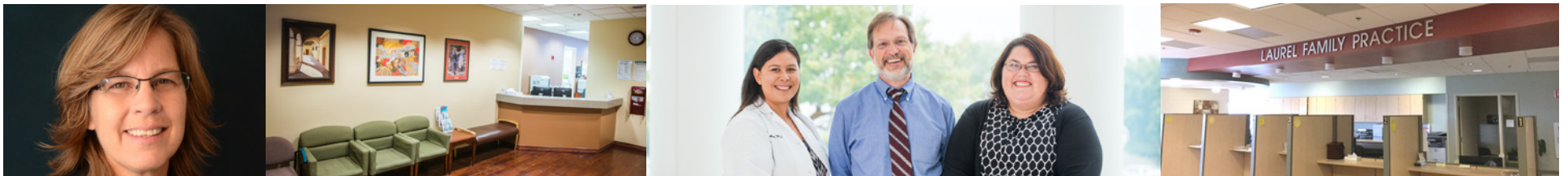


THE RESULTS ARE IN!
2016 “YOUR OPINION IS PRICELESS”
Employee Survey



QUALITY

- ▶ Received the Delivery System Reform Incentive Pool (DSRIP) Federal funding in recognition of plan implementation as part of the last year of the 2010 – 2015 California Section 1115 Medicaid waiver pay-for-performance quality improvement initiative incentive program.
- ▶ Participated through CAPH on the planning and approval of the renewal of the California Section 1115 Medicaid waiver Medi-Cal 2020. Medi-Cal 2020 provides Federal funding for models of integrated care that are high value, high quality, patient-centered, efficient and equitable, with great patient experience and a demonstrated ability to improve health care and the health status of populations.
- ▶ Recruited clinical innovation physician as part of NMC leadership team.



QUALITY

- ▶ Enhanced Quality Department with recruitment of Quality & Risk Administrator, Patient Relations Specialist, and reorganization of department functions.
- ▶ Customized Verge Solutions software to support patient relations management of complaints, grievances, and compliments; comprehensive healthcare event reporting and risk oversight; and regulatory compliance.
- ▶ Deployed SOMA enclosure beds for the safety of traumatic brain injury and dementia patients.



QUALITY: PERINATAL

- ▶ Received 2016 designation as one of the first hospitals to receive the Blue Distinction Center for Maternity Care by Anthem Blue Cross. This distinction signifies that NMC meets nationally established quality-focused criteria that emphasize patient safety and outcomes and high patient satisfaction.
- ▶ Received the BETA Healthcare Group (BETA) award of Excellence for the 7th year for High quality Obstetrical Practices by achieving 100% compliance. BETA is a provider of professional liability and risk management services. The award also results in premium credits.

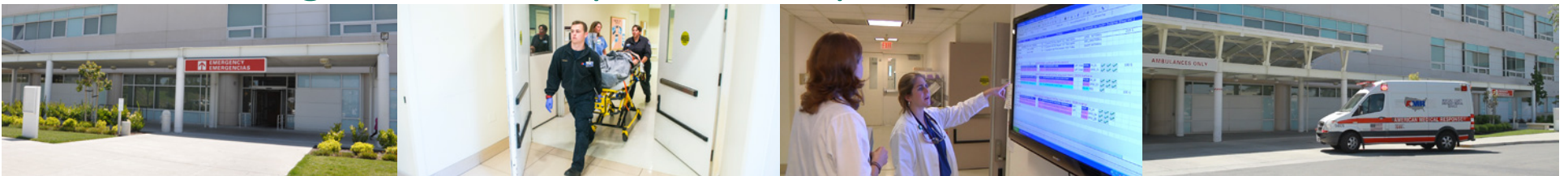


Designated
BlueDistinction[®]
Center
Maternity Care



QUALITY: EMERGENCY DEPARTMENT

- ▶ Completed agreement with BETA Healthcare Group, provider of professional liability and risk management services, to conduct an Emergency Department (ED) risk assessment as part of BETA's Quest for Zero: Excellence in ED Initiative to improve reliability and reducing risk exposure.
- ▶ Installed Emergency Department wireless call system to assist in fall prevention.
- ▶ Improved patient care and reduced waiting times in the ED through the deployment of a quick nurse at registration, direct bedding, and clinical pharmacist presence.



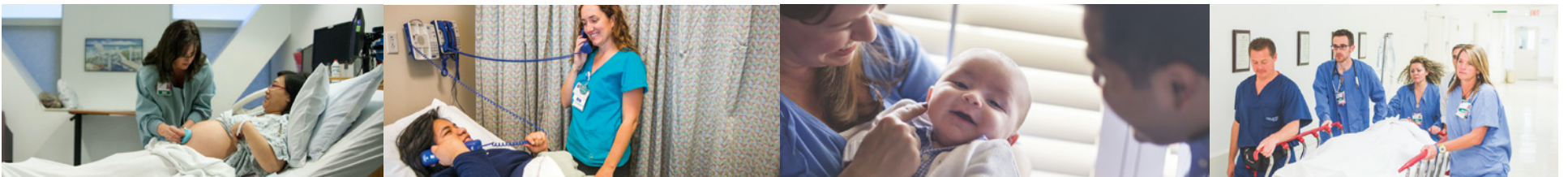
QUALITY: NURSING

- ▶ Enhanced nursing leadership through the recruitment of permanent nursing directors for Mental Health & Surgical Services.
- ▶ Expanded leadership rounds to Medical/Surgical, Acute Rehabilitation, and Maternity Infant Units interviewing patients about the quality of care received.



QUALITY: NURSING

- ▶ Implemented bedside handoff on nursing units to improve quality of care and patient satisfaction.
- ▶ Established nursing staffing effectiveness committee to review and improve staffing opportunities.



PATIENT SATISFACTION



PATIENT SATISFACTION

- ▶ Continued Quietness Campaign introducing Patient Care Kit and Quiet Hours focusing on noise reduction on the nursing units.
- ▶ HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems) scores in OB/GYN improved significantly in FY16 achieving over the 50th percentile of hospitals nationally in 5 categories including over the 90th percentile in 2 categories.
- ▶ Created dietary ambassador program for medical/surgical units for tray delivery.
- ▶ Provided visitor concierge service in Med Surg/ICU waiting room and Surgery waiting room



PATIENT SATISFACTION

- ▶ Enhanced Language Access services by increasing the number of interpreter encounters facilitated by qualified interpreters from 2500 per month in 2014 to 3300 in 2015. As of 2016 NMC has 70 staff trained as qualified interpreters and 4.5 dedicated full time staff interpreters.
- ▶ Deployed dual handset interpreter's telephones in patient rooms to reduce delays in providing interpreter services.
- ▶ Indigenous Interpreting+, a service of Natividad Medical Foundation, specializes in indigenous languages from Mexico and Central America and is one of the few programs of its kind in the United States helping healthcare providers effectively communicate with indigenous patients at Natividad Medical Center. Indigenous Interpreting+ was featured at the Critical Link International CL8 Conference in Edinburgh, Scotland, to share more about the development of Indigenous Interpreting+ and the 21-module training curriculum uniquely written for indigenous interpreters that can be replicated around the world.



You have the right to a medical interpreter, at no cost to you.



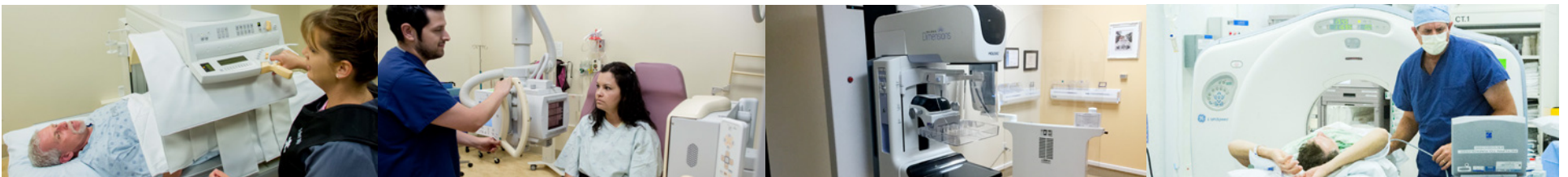


GROWTH



GROWTH

- ▶ Expanded MRI capabilities with installation of mobile 1.5 Tesla Magnetic Resonance Imaging unit.
- ▶ Installed state-of-the-art 3D digital mammography system increasing NMC's ability to detect breast cancer in women at an early stage.
- ▶ Received OSHPD project approval for central plant upgrade and Rapid Medical Evaluation (RME).



GROWTH

- ▶ Opened 8 bed intermediate care unit as a step down unit from critical care unit.
- ▶ Completed first phase of Sam Karas Acute Rehabilitation and Medical/Surgical II refresh project opening 20 medical surgical beds.
- ▶ Received approval to use Pediatric Unit for medical/surgical patient overflow.
- ▶ Completed permitted construction documents for first floor building 400 clinic services including women's dx imaging, outpatient cardio/pulmonary, and cardiology clinic services.



GROWTH

- ▶ Contracted with Sound Physicians Medical Group to provide 24/7 hospitalist management and physician staffing services.
- ▶ Contracted with UCSF Benioff Children's Hospital for chief pediatric hospitalist services.



GROWTH

- ▶ Contracted with Neimand Collaborative to conduct a NMC rebranding process.
- ▶ Contracted with AMF Media Group to strengthen media relations.

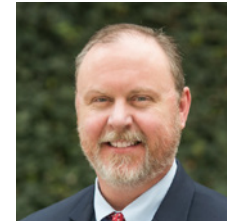
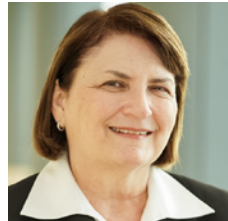


HUMAN RESOURCES



HUMAN RESOURCES

- ▶ Recruited permanent hospital executive leadership including the CEO, CMO, CNO, CIO, Compliance Officer, Quality & Risk Administrator, and Clinical Innovation Physician.



HUMAN RESOURCES

- ▶ Served as clinical site for 17 nurse residents.
- ▶ Successfully filled over 260 positions
- ▶ Negotiated new contract with Monterey County Registered Nurses' Association.



HUMAN RESOURCES

- ▶ Deployed monthly communication acknowledging employee group recognition.
- ▶ Worked with NMC PR Team to develop social media recruiting campaign.



HUMAN RESOURCES

- ▶ Achieved goal of over 90% NMC staff receiving annual flu shot.
- ▶ Operated weekly Farmers' Market with healthy eating promotions.
- ▶ Developing employee wellness programs.





TECHNOLOGY



TECHNOLOGY

- ▶ Finalized participation agreement with Central Coast Health Connect (CCHC) Health Information Exchange (HIE) and data affiliation agreements with participating hospitals and clinics to efficiently share health information to improve healthcare delivery for patients and providers.
- ▶ Implemented physician remote access to NMC systems.
- ▶ Implemented Meditech hospital system for NMG and D'Arrigo Family Specialty Clinic.



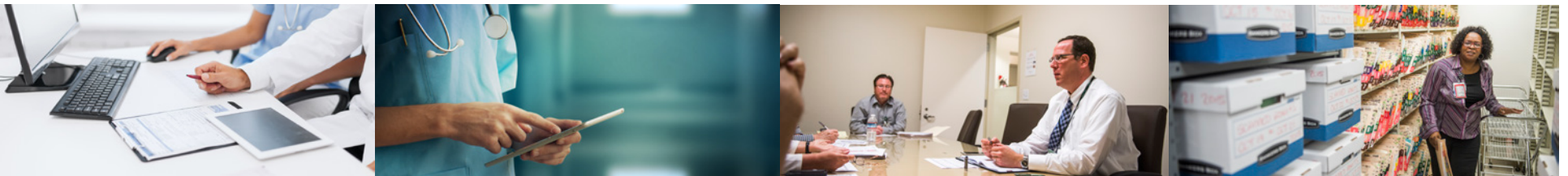
CCHC
CENTRAL COAST HEALTH CONNECT
AT NATIVIDAD MEDICAL CENTER

Patients now have access to their electronic medical record through our patient portal.



TECHNOLOGY

- ▶ Implemented Centers for Medicare and Medicaid services (CMS) ICD-10 (International Classification of Diseases, Tenth Revision) used by physicians and other health care providers to classify and code all diagnoses, symptoms and procedures recorded in conjunction with hospital care.
- ▶ Purged and archived medical records in collaboration with County Records and Retention.



TECHNOLOGY

- ▶ Installed guest wireless.
- ▶ Restructured IT Department reducing consultant professional services and increasing the number of permanent IT positions.
- ▶ Establishing co-location data center.

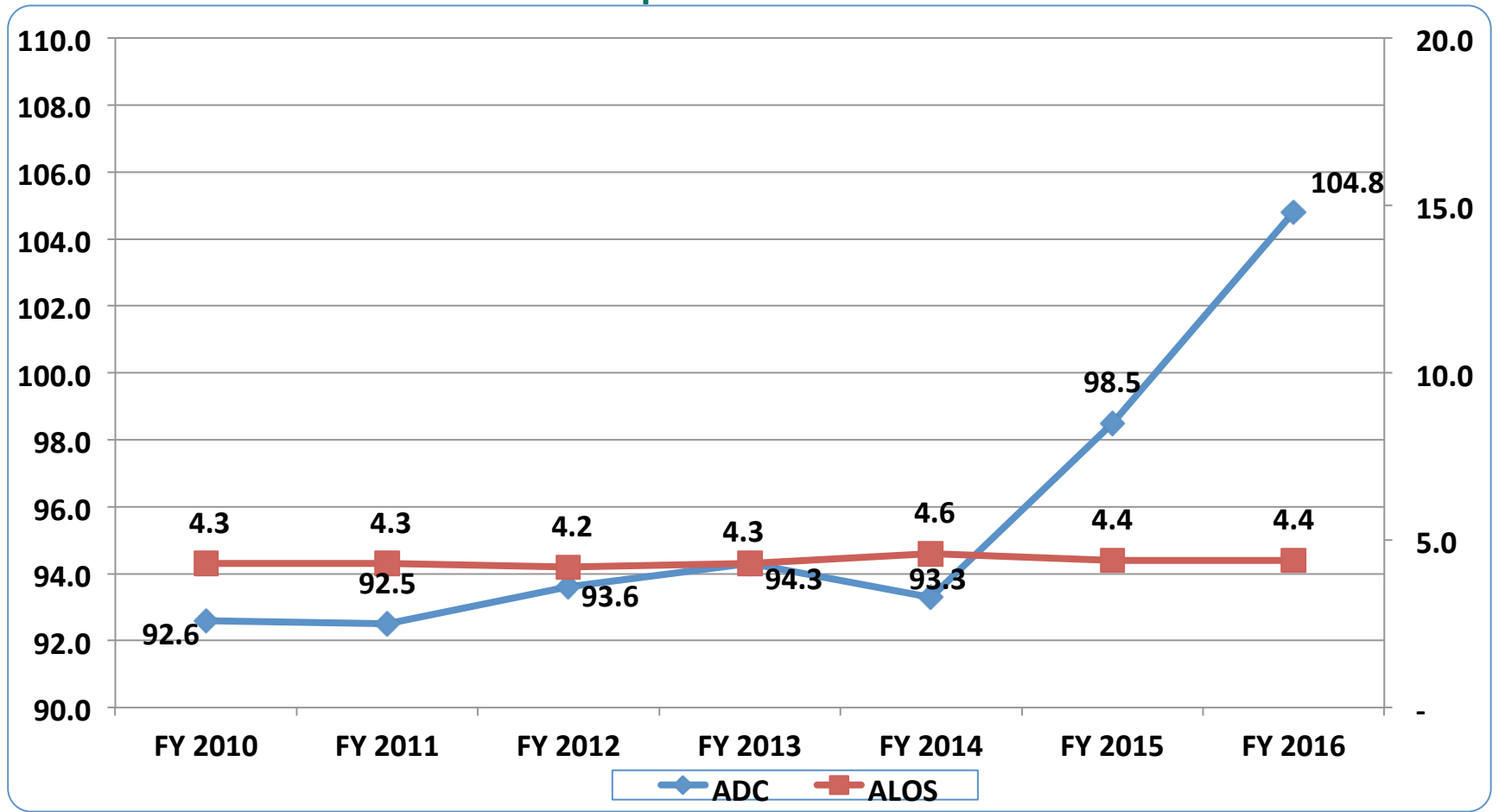


STEWARDSHIP



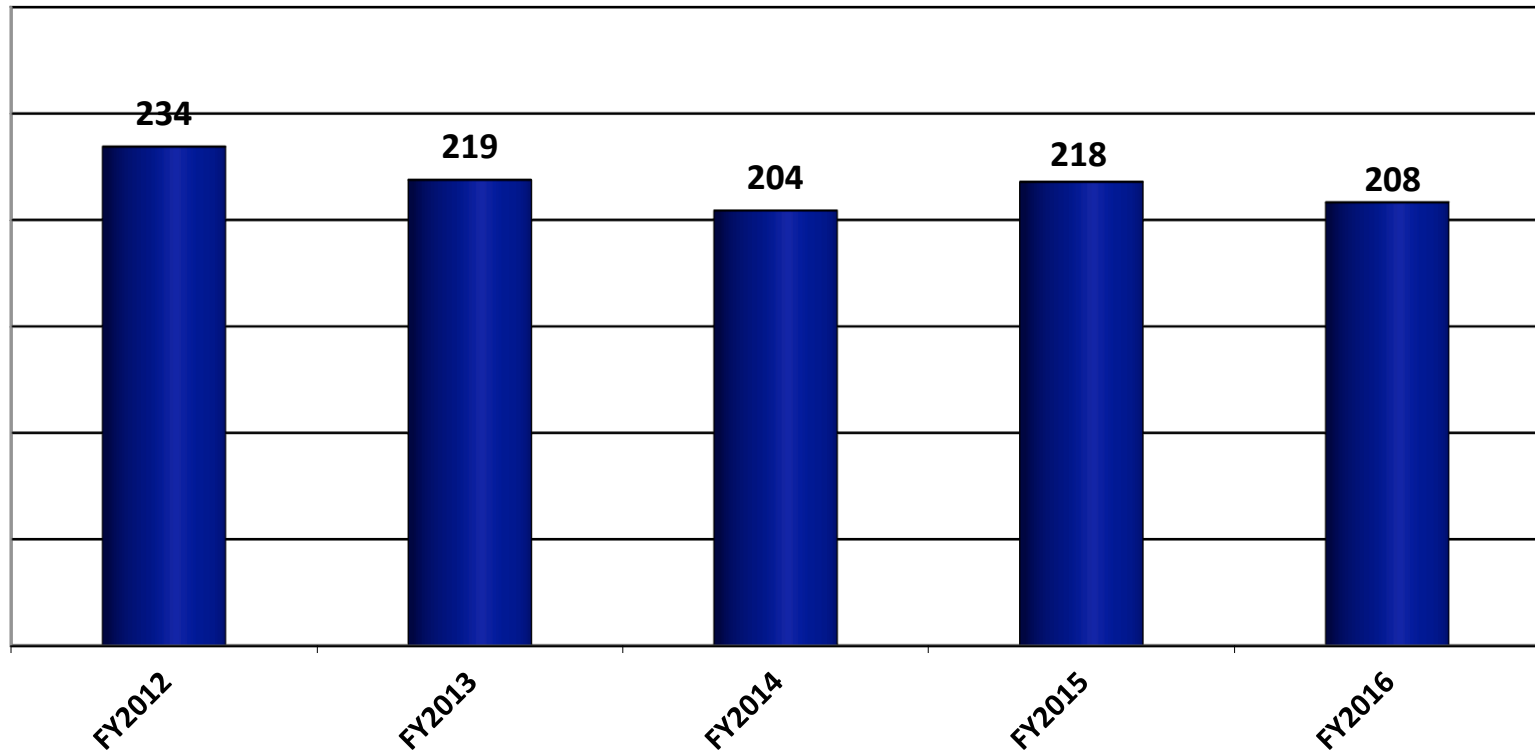
STEWARDSHIP

Ave. Daily Census and Length of Stay Total Hospital - Annual



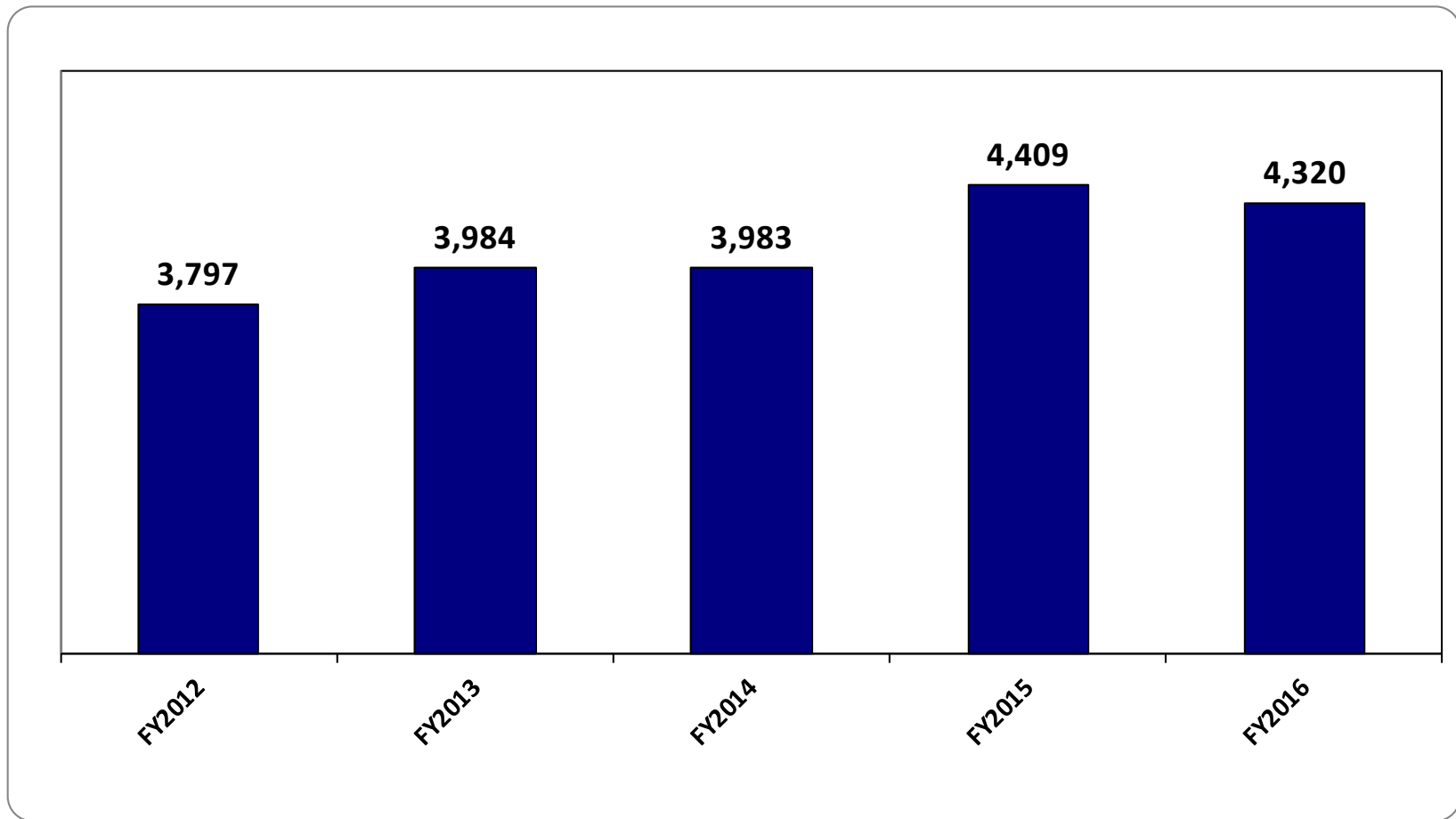
STEWARDSHIP

Deliveries – Average Per Month Annual



STEWARDSHIP

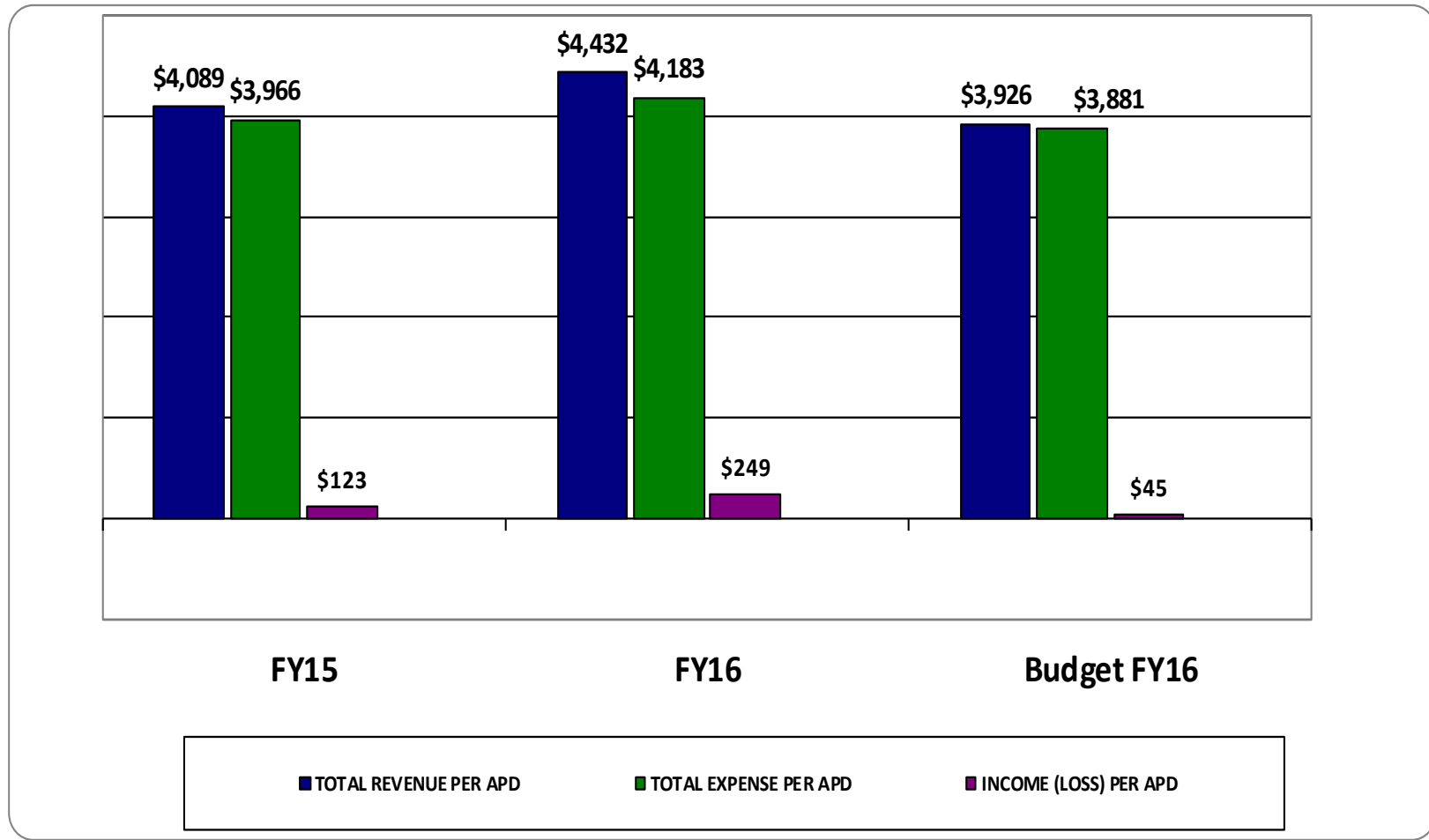
E.R. Visits – Average Per Month Annual



STEWARDSHIP

Revenue, Expense, Profit Per APD

Annual

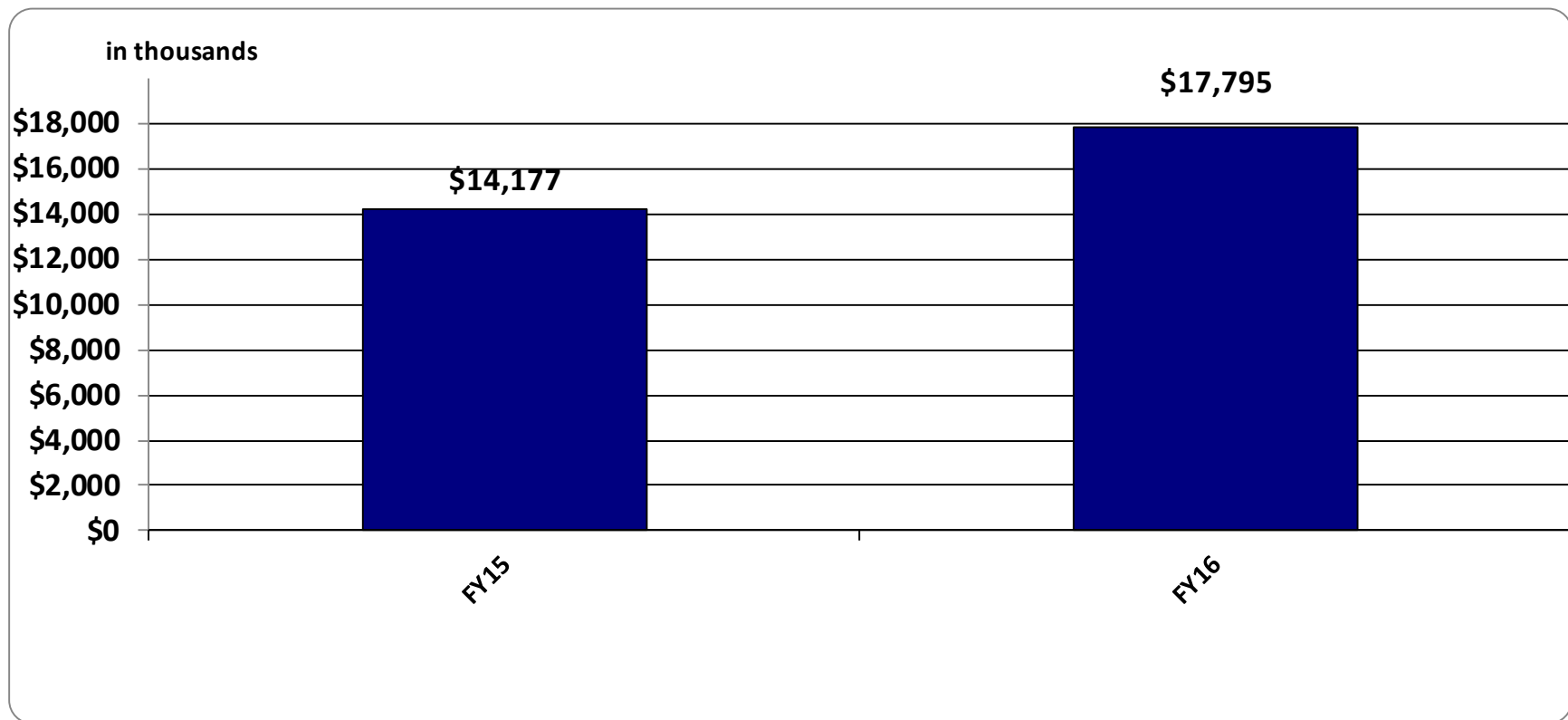


STEWARDSHIP

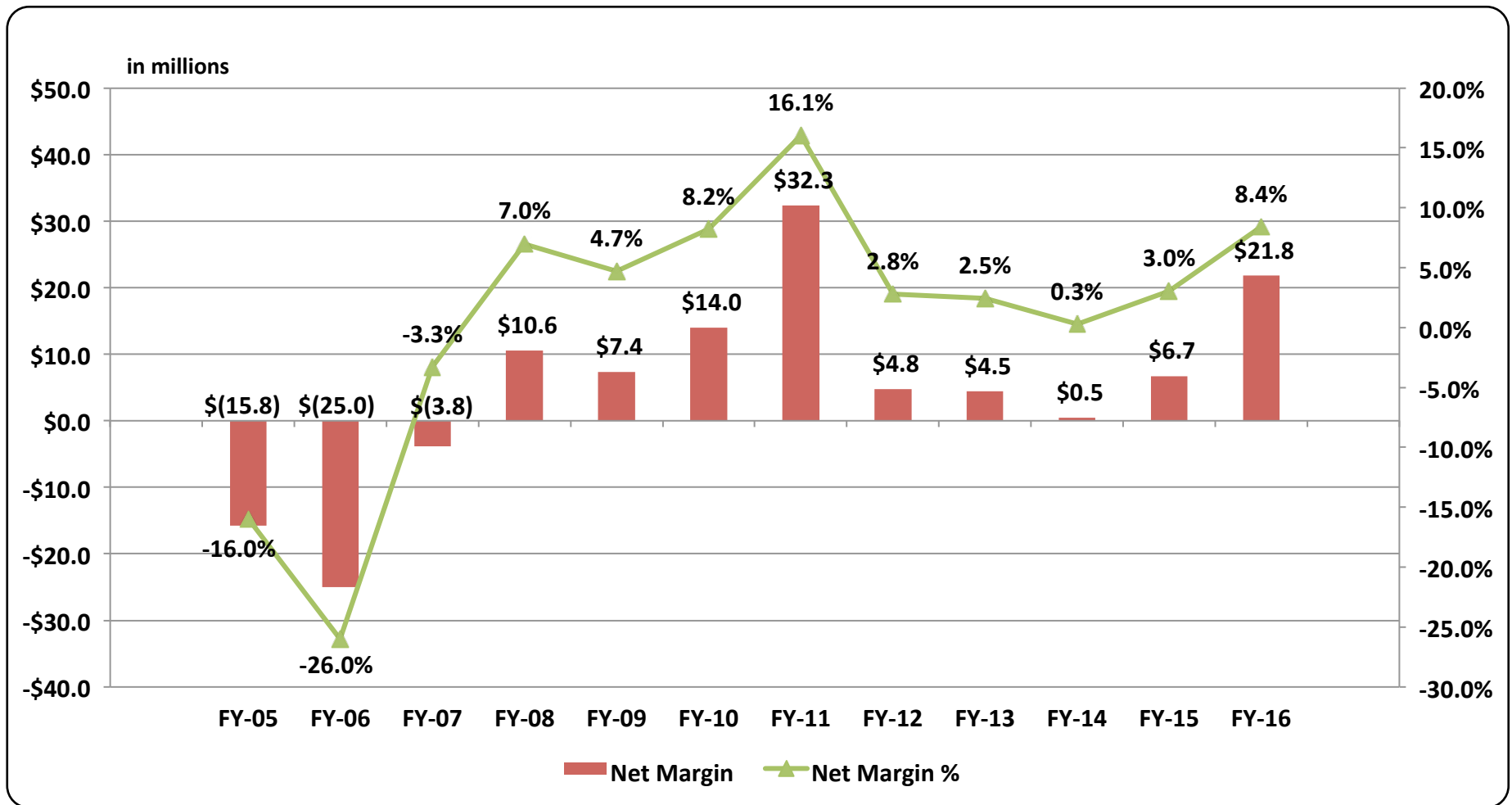
Cash – Patients

Average Per Month

Annual



STEWARDSHIP Margin



FISCAL YEAR 2016

ACCOMPLISHMENTS

