November 2016 Leader of the Month
by Stacy Gonzales, Clinical Manager Endoscopy

I am honored to work along so many great leaders, so it is terribly hard to choose just one.

I have chosen a leader who has stood out to me since my first interaction with this him. His “can do” attitude just demonstrates the sheer mission of our hospital. This leader is always willing to take on new tasks or roles without hesitation. Always willing to collaborate, to change and improve processes.

Described by staff as always willing to listen and advocate change when needed. He never expects from his staff what he is not willing to get in and do himself.

It is my honor this month to recognize Byron Clouatre.

December 2016 Leader of the Month
by Byron Clouatre, Director Inpatient Plant Operations

The person I have chosen as leader of the month for December came as an easy decision. They are very deserving of the recognition for their many contributions to the organization. This leader is described by her staff as firm, but fair. She has a great sense of humor, trusts her employees and empowers them to make decisions.

She has created a uniquely comfortable work environment. For example, she utilizes her office as an unofficial break room for team building. She also allows her staff to write what they are grateful for on her windows. Some meaningful examples her team wrote were “my dog,” “my kids” and “sunshine.” But the one that stood out the most was “my work family.”

She is known for her professionalism, dedication and enthusiasm. It is my pleasure to recognize the many talents of Candace Wittenberg, Director of Rehabilitation Services.

Jacqueline Johnson joins Arlington Smokey Point Chamber Board

Cascade Valley Hospital Imaging Director Jacqueline Johnson joins the Board of Directors for the Arlington Smokey Point Chamber of Commerce this month. Working to promote our community, she will lend her experience and expertise to advocate for, develop and enhance economic vitality in the Arlington and Smokey Point areas.

“We are excited to have Jacqueline Johnson join our Chamber Board, creating a more rounded Board of Directors that represents Arlington and the Smokey Point businesses,” said Jennifer Holocker, Executive Director of the Arlington Smokey Point Chamber of Commerce. “With Jacqueline’s history at Cascade Valley Hospital, and living in Arlington, she will be able to add great input at our meetings.”

Elected late last year, Jacqueline will serve a two-year term. We are proud of Jacqueline’s commitment to service and economic prosperity for our community. Way to go!
**Get moving every day!**

Make it a goal to move for 30 minutes a day, five days a week. Here’s the thing with exercise: Doing something is better than doing nothing. And while 150 minutes of moderate physical activity a week might sound like a lot, you can work it into your day in small ways. That could be a walk early in the morning, during your lunch break or after dinner.

Exercising daily tips:
- Take the stairs instead of the elevator.
- Park farther away from your destination to sneak in extra steps.
- Ask a coworker to take a walking meeting instead of huddling in a conference room.
- Trade four wheels for two legs and walk to run your errands.
- Get busy and mow the lawn, scrub the floors, rake some leaves, tackle some other chores or just go for a walk.
- Pair TV with activity — use hand weights, walk on a treadmill or do some squats and push-ups.
- Try the popular, scientifically proven, full-body 7 Minute Workout.

**Did you know?**

High-intensity circuit training - like the 7 Minute Workout - helps decrease body fat while improving insulin sensitivity and overall fitness.

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**Employee Forums in January**

Join Mike Liepman, President and Chief Executive Officer, for one-hour employee forums. Brief remarks followed by plenty of time for questions and conversation.

**Skagit Valley Hospital**, Cascade Conference Room
January 19, 2017
7-8 a.m.; 12-1 p.m.; and 5-6 p.m.

**Cascade Valley Hospital**, Rainier Conference Rooms
January 26, 2017
7-8 a.m.; 12-1 p.m.; and 5-6 p.m.

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**Winter issue of HealthQuest Magazine**

Watch for the Winter 2017 issue of *HealthQuest* magazine coming to your mailbox the week of January 16. This issue features Skagit Regional Health’s Trauma System. From ambulance to aircraft, patients move quickly to receive life-saving care.

The magazine also contains information on how to get moving in the New Year and welcomes new providers to Skagit Regional Health.

In every issue of *HealthQuest* the Skagit Valley Hospital Foundation provides an update of their activities, in addition to listings of upcoming HealthQuest classes and events, screenings and support groups.

If you would like additional copies for your lobby please contact Val Gorton via e-mail at vgorton@skagitvalleyhospital.org or by phone at 360-814-2424.

*HealthQuest* can also be viewed online skagitregionalhealth.org.

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**Help plan the next adventure!**

*Hospice of the Northwest*

Each year, the Hospice of the Northwest Foundation asks supporters to vote on the theme - or destination - of the Ports of Call Gala and Auction. Last year the community sent us to The Lost City of Atlantis, the year before it was Outer Space! Where will you “send” us this year?

[Click Here to Vote](#)

Support of the Ports of Call increases the amount of funding available for hospice programs such as complementary therapy, bereavement and volunteer support. Your gifts provide comfort and hope to hospice patients, as well as the people who love them.

Thank you for taking our survey. And thank you for supporting compassionate and dignified end of life care.
Mayor’s Winter Wellness Week
January 22-28, 2017

Get your year off to a fun and healthy start by participating in these FREE daily activities during Mayor Jill Boudreau’s annual Winter Wellness Week!

Sunday, January 22, Restorative Yoga with instructor Shelley Dorland

Monday, January 23, Winter skies at the Planetarium

Tuesday, January 24, Puirt na Gael Celtic Instrumental Quartet

Wednesday, January 25, A homeopathic acute care walk through colds and flus

Thursday, January 26, Illuminight winter walk

Friday, January 27, Five wishes workshop: Writing your living will

Saturday, January 28, Take your loved one for a walk

Please visit the City’s website at mountvernonwa.gov and click on the “Mayor’s Wellness Challenge” logo on the right for event times, locations and RSVP requirements.

We look forward to seeing you at one or more of these fantastic events! For additional information, call the Mayor’s Office at (360) 336-6211.

Community Survey

We value your input! United Way of Skagit County is asking community members to participate in a short, simple online survey about community issues and charitable giving in Skagit County. Please go to the United Way website to take the survey to help us understand what’s important to YOU! The survey is open from January 9 to 18.

Best Foot Forward

An employee receives a “Best Foot Forward” (BFF) designation as a spontaneous recognition of their display of Skagit Regional Health’s Service Standards – safety, compassion, presentation and/or efficiency. These nominations may be submitted in the “BFF” Box in the SVH Bistro, through interoffice mail to the Service Standards Team or e-mail ServiceStandardsTeam@skagitvalleyhospital.org.

Recent winners include:

Bristol Johnson
Orthopedic Surgical Care

Hanna Moore, RN
SRC Urgent Care

Paul Warden
SRC Engineering

Rosell Crockett
SRC Podiatry

Jerry Kelly, RN
Endoscopy

Brie Yeaman, RN
Progressive Critical Care

Danny Wilder
SVH Engineering

Tickets on sale now!

The Skagit Valley Hospital Foundation’s 14th annual “Have a Heart for Kids” dinner will be held Monday, February 27, 2017 at Il Granaio Italian Restaurant.

The benefit dinner, hosted by Alberto Candivi, Il Granaio Restaurant and sponsored by TRICO, raises funds to support the Children’s Therapy Program at Skagit Valley Hospital. Guests enjoy a six-course meal and a presentation by the Children’s Therapy staff. Tickets are $100 per person.

For more information and ticket purchases, please visit skagitregionalhealth.org/hospital-foundation or call Wendy Ragusa in the Foundation Office at 360-814-5747.
Holiday cheer was abundant throughout the organization on Wednesday, December 21. Sponsored by Skagit Regional Health Senior Leadership, each facility celebrated in merry-style. Lunch at Cascade Valley Hospital and Clinics was organized by the CVHC Booster Association. Skagit Valley Hospital’s event was coordinated by the Service Standards Team. Staff at these locations enjoyed a prime rib and ham buffet prepared beautifully by their respective Food Service teams. Skagit Regional Clinics enjoyed catered lunches by Panera Bread Company and Gere-A-Deli.

Top: Holiday Cheer set-up crew, Business Office Staff. Right: Employees from Skagit Valley Hospital enjoy Holiday Cheer in the Bistro. Bottom left: Employees at Cascade Valley Hospital show off their best ugly sweaters. Bottom right: President and CEO Mike Liepman joined food service staff to serve the Holiday Cheer feast.
Incidental Disclosures
by Jill Burrington-Brown, Privacy Officer

Incidental disclosure is a confusing concept in the Privacy Rule. It is also frequently confused with “accidental disclosures” which is a very different thing.

The Privacy Rule acknowledges that in order to provide care in a health care facility, communication among care givers is very important. Because communication happens at nursing stations, in rooms with more than one person, or even, sometimes, in hallways, disclosures that happen during the care provision process are allowable under the Privacy Rule. If the providers have taken reasonable care and only shared the minimum necessary, it is permitted.

Reasonable care means not using raised voices, speaking quietly on the telephone, and avoiding conversations in public areas where other patients or visitors may hear. This kind of disclosure is one that can’t reasonably be prevented. Good examples are:

- Patients share an area in post-surgery, separated by curtains. When the anesthesiologist or surgeon checks on them, it is probable their conversation will be overheard by the patient in the next bed.

- A nurse calls and relays to an attending physician the status of the inpatient. Another patient comes and stands next to the desk. The nurse must finish the conversation with the attending physician.

Accidental disclosures can reasonably be prevented. Mixing up mailings sent to patients with PHI is not an incidental disclosure. Handing someone’s prescription to the wrong patient is not an incidental disclosure. Accidental disclosures can be reportable (to the U.S. Office of Civil Rights) as breaches and are opportunities for us to look at our processes and make sure they help us prevent these kinds of situations. We should all be looking for ways to make our processes more secure, private and safe.

Jill Burrington-Brown is Skagit Reginal Health’s Privacy Officer. If you have general questions about Privacy, e-mail her at JBurrington-Brown@SkagitRegionalHealth.org.

Literature and Medicine
Book Group
A Man Called Ove

Spend some time in the dark days of January reading a story told with empathy and humor about grief and vulnerability.

Pick up a copy of A Man Called Ove at a book shop, on-line or download an audio version.

Our discussion will pick up in the Sauk Conference Room from 6:00 - 7:30 p.m. on February 1, 2017. Snacks will be provided. Reading ahead is encouraged but not a requirement.

Questions? Contact Chaplain Gretchen or Dr. Jeffrey Feld.
Josh Griggs, MD, was recently named Chief Medical Information Officer (CMIO) for Skagit Regional Health. This is a new position at SRH, serving as liaison between providers and the technology services team. As the EHR (Epic) implementation continues forward, Dr. Griggs fills an important role in the success of the project. He sat down with us for a few minutes to answer some questions about his new position and priorities for the next several months.

What is a CMIO and what can we expect from that role at Skagit Regional Health?

The CMIO title has been part of other health care organizations for more than 20 years now. The position was originally created to address the need for a senior physician-administrator to work as a liaison between an organization’s IT department and its practicing providers.

One aspect of the position is to ensure that a provider with real world experience in the practice of medicine is participating and leading the implementation and optimization of the Electronic Health Record (EHR). As such, while my focus will primarily be on the EHR, I will continue to dedicate around 20% of my time to direct patient care.

What was the driving force to create this role?

SRH is a rapidly growing healthcare system and I see the addition of this role, in part, to allow us to compete with some of the larger, more data-driven organizations in our community. As medicine moves from a primarily fee-for-service model to value based care, the need for data, reporting and analytics becomes more and more significant. It is not only important that we provide the best care, but that we are able to report out on the quality of our care to our patients and payers.

Additionally, we have learned from previous experiences with EHR that allowing providers, rather than computer programmers, to be the drivers of the EHR system, we improve the experience for our users by developing clinician driven workflows.

What do you see as the top 3 priorities for the first six months? 12 months?

We have been blessed to have a robust group of providers, nurses, managers and staff come forward and help with what I consider the biggest undertaking this organization has made in the past several years, installation of Epic. Epic is a state of the art EHR, now used by more than half of the health care providers nationwide. It will unify four separate EHRs across two hospitals and 18 clinics, allowing for better communication, improved workflows and robust data analytics.

The first priority is preparing SRH for the new system; this is more than a technical change, it is a cultural shift, as nearly all aspects of care interact in some way with the EHR.

The next priority is ensuring a successful go-live on October 1, 2017, which can be defined as a transition to Epic with minimum impact of patient care.

After go-live my biggest focus will be on optimizing the new system, so as to improve productivity and utilize the data we are generating to improve safety and quality of care.

What is the best way to reach you for questions or concerns?

I have an open door policy and welcome the opportunity to hear how we can do better. I am also available by Skagit e-mail and at extension 5984.

Further, I will be making administrative rounds at the hospitals and clinics and will also rotate through various clinics as a practicing provider. Additionally, we have two Clinical Practice Committees (one focused on acute care in the hospital and the second on ambulatory care in the clinics) designed to address optimization requests.

You can also take a look at the EHR section on the intranet, where there will be regular updates on the EHR as well as ability to contact our IT staff for questions and suggestions.

You’ve been really active in some other key initiatives – Culture of Safety, for example. Can you elaborate on these initiatives and how they dovetail with this new role?

I see the CMIO position fitting in nicely with the previous positions and initiatives that I have been part of. Prior to becoming CMIO, I served for several years in an administrative capacity as a member of the PGC, PLC and as chair of the Camano and Stanwood clinics.

Additionally, as you mentioned, over the past year I have been spearheading initiatives to improve safety and to promote a Just Culture at SRC. I see my new role as a synthesis of these various past experiences and passions, merging administrative duties with patient care, quality improvement and safety.

What part of your work is the most rewarding or are you most excited about?

I have been able to work in other organizations that are already robustly utilizing an EHR to improve quality, provider satisfaction and safety. I am most excited about seeing SRH leap forward to an integrated system that truly gives us the benefits of the digital age.
Dear Steve and staff,

On behalf of the Board of Directors here at Love INC, I want to thank Skagit Valley Hospital for the tremendous outpouring of love to the needy this holiday season. Each family had a story… some were single moms with very little money, some were folks battling an illness or their child was sick, and some were simply the working poor, deciding between groceries and keeping the lights on.

We were able to distribute gifts to 30+ families (beautifully wrapped I might add), food, and gift cards to very needy and hurting families in our community thanks to your staff’s generosity!!

This year you went above and beyond the “call!” It was amazing and humbling to be part of such a tremendous effort.

Thank you…thank you.. thank you… to all of the folks who were involved in helping Christmastime be merry and bright for people who truly needed some help this year!

Most Sincerely,
Jodine Bennett
Executive Director
Love, INC.
EPIC PHYSICIAN AND NURSE EXECUTIVES VISIT SRH AND SHARE EXPERIENCES, INSIGHTS

On December 1, Epic clinical liaisons Dan Hampton, MD, and Chelsea Biel, RN, conducted a site visit to Skagit Regional Health. The visit was an extension of discussions on optimizing the use of Epic that began with SRH leaders at Epic’s user group meeting last autumn.

The day began and concluded with Dan and Chelsea leading electronic health record demonstrations to provider groups, starting at SVH in the morning and wrapping up with an evening session at Cascade. Dan and Chelsea utilized cross-setting (outpatient and inpatient) scenarios that exhibited how the Epic EHR can support provider workflows. Both events were well received resulting in numerous questions and suggestions for use at SRH.

Between those “bookend” presentations, Dan held a number meetings with providers. One session focused on inpatient care delivery and included dialogue on how Epic’s CPOE, clinical documentation and other tools can facilitate patient care by hospitalists, emergency physicians and other acute care providers. Sessions were also conducted with ambulatory specialty providers, including the integration of PACS and cardiology diagnostic modalities, and multidisciplinary workflows in our clinics.

Chelsea directed a number of similar activities for Skagit’s nursing and ancillary care leaders. She met with nursing leadership at both SVH and CVH and offered insights on how other organizations – particularly community health systems like SRH – effectively deploy and use Epic’s documentation, medication administration and other tools. She toured the Family Birth Center at SVH, as well as emergency and acute care units at CVH, imparting how Epic supports nursing process and patient care in other hospitals. With super user identification activities ramping up, Chelsea met with a team of clinical department managers to address the important role these resources play during the go-live period. End user training requirements were also addressed, including the importance of creating a program where classroom education is reinforced with opportunities for post-class practice and “play” to prepare our staff for the extensive changes Epic will introduce.

SRH participants commented they found the day very valuable and stimulating. “Dan and Chelsea brought ‘real world’ experiences of other Epic clients that we can incorporate into our own implementation,” noted Chief Medical Information Officer, Josh Griggs, MD. “This includes new ideas and suggestions that we can utilize in our Epic design.”

The events promulgated SRH participants to request more frequent communications and “real time” overviews of the Epic system. As a result, the Epic project team developed a calendar of ongoing product demonstrations and discussions regarding training, super user engagement and overall clinical readiness for the major changes Epic will bring to patient services at SRH. These events, dubbed “Brown Bag Sessions” begin this month. Watch for e-mails and printed flyers with Brown Bag Session details.

Computer Skills Assessment

The Training Department would like your participation in this brief assessment of computer skills. This information is anonymous, if you choose to not leave your contact information. This assessment will help us determine readiness for Epic Application training, as well as the best days and times to offer ‘learning labs’ for staff needing additional assistance. Please click the link below to participate.

Take the survey

If you have any questions or concerns, you can contact Michael Deblasi, Director of Application Training, at (360) 814-7462.