Boards approve definitive agreement for affiliation

The Boards of Commissioners of Skagit Regional Health and Cascade Valley Hospital and Clinics have both approved a definitive agreement for affiliation that will ultimately lead to Skagit Regional Health leasing and operating Cascade Valley Hospital and Clinics.

Skagit Regional Health and Cascade Valley Hospital and Clinics share common values and have a long-standing record of working together to bring health care to the communities we serve. Both organizations are public hospital districts with elected commissioners. As well, both also have a clinical affiliation with UW Medicine.

We look forward to this new venture enhancing access to care in north Snohomish County and increasing the breadth of health care services available in the region.

The timing for Skagit Regional Health to begin operations of Cascade Valley Hospital and Clinics will await the outcome of an application for a Certificate of Need from the state Department of Health, which is expected to take six to 12 months. A Certificate of Need is required by the state Department of Health when there is a lease, sale or purchase of all or part of an existing hospital.

The agreement follows the goals and principles set very early in the discussions:

- Enhance clinical services.
- Promote organizational long-term stability, including physician recruitment and retention.
- Prepare for healthcare reform, including a best-in-class information technology platform.

We have work groups and a steering committee hard at work to guide our progress for a smooth transition.

If you have questions at Cascade Valley, e-mail info@cascadevalley.org and at Skagit Regional Health, you may call the employee hot line at 814-8428 or e-mail kranten@skagitvalleyhospital.org.

Electronic Health Record Vendor Demonstrations

Thank you to all that attended last week’s EHR demonstrations, we were pleased to have hundreds of people representing multiple disciplines attend the two-day event.

Our second of three EHR vendor demonstrations is Tuesday and Wednesday, November 10 and 11 with the Epic demonstrations running from 7 a.m. – 5 p.m. The third and final demonstration will occur on November 17-18 for Cerner.

The detailed Epic demonstration schedule is posted on the Intranet.

As we prepare for these demonstrations we wanted to provide some additional clarity and answer some frequently asked questions (FAQs):

**Question: When should I show up?**

**Answer:** For Self-Service You can show up at any time from 7a.m. - 5 p.m. in the Cascade conference room and a representative from the vendor team should be able to provide you with an interactive (hands-on) ability to use and see the system via the ‘self-service’ demonstrations. Epic will have at least 4 self-service areas setup at all times (up to 6) in addition to various other devices (laptops, iPads) for you to use independent of the Epic resource. Please note, that some resources cover multiple areas, so if they are unavailable due to presenting a focus session or overseeing another self-service session you may need to wait a few minutes. Nearly all of the content areas are covered by at least 2 Epic resources, with some areas being covered by 3-4 resources. If you are attending a Focus-Session, please make an effort arrive at the beginning of the session time, as indicated in the schedule. Note, seating may be limited in some sessions.

Continued on page 2.
Explore Spiritual Practices in November
By Gretchen Cohan, Chaplain

Each week in November we will feature a spiritual practice and some ways to incorporate it into daily life. Stop by the Chapel at Skagit Valley Hospital for a short essay about each practice and some practical suggestions and encouragement.

November 6-15: DIGITAL WORLD
Spiritual practices to use with your computer, cell phone and other devices.

November 16-23: LOVINGKINDNESS MEDITATION
This practice from the Buddhist tradition cultivates the mental practice of loving attention.

November 23-30: KNITTING
A spiritual practice that weaves together rhythm and repetition and creative process.
Stop in the chapel to participate in a community weaving project.

Thanks to Anacortes liturgical artist Herta Kurp for her artistry in the two-day event in the Skagit Valley Chapel, “Honoring and remembering those who had died.” Staff and hospital visitors honored their loved ones by placing a stone, writing a message, or in some way, taking a moment to reflect and remember.

Electronic Health Record Vendor Demonstrations continued

Question: My specialty is not listed on the schedule, will someone be able to speak to me about my specialty-specific questions?
Answer: Yes, the vendors have been requested to provide resources who can speak to and demonstrate any of the specialties that are represented across our health system. Please note that in addition to the self-service sessions, many of the specialty-focus sessions can apply more broadly in terms of system functionality (i.e. a procedure-based specialty presentation will apply to other procedure-based specialties).

Question: Do I have a vote/voice in selecting the EHR?
Answer: Yes, everyone has the opportunity to provide their feedback and ranking. You may complete this short survey (less than 5 minutes) online via this link (http://www.surveymonkey.com/s/447dc613dd05). There will also be paper copies of the scorecard available (please see one of the ECG consultants as you walk-in). You are encouraged to complete your score after at or immediately after each vendor session. If after seeing all three vendors, you wish to change any of your scores, please contact us at this email and we will be happy to let you modify your score. All scores must be submitted by 7 PM on Wednesday November 18th.

You may also offer feedback regarding the current and future EHR by sending an e-mail to EHRFeedback@skagitregionalhealth.org. Note, this is not for technical support issues, but for feedback on our efforts to move forward with a single system.
**UPCOMING EVENTS**

**Holiday Craft Fair**  
November 12 and 13  
7 a.m. - 4 p.m.  
Skagit Valley Hospital Main Lobby

**Skagit Valley Hospital Guild Fund Raiser**  
November 17-19  
10 a.m. – 2 p.m.  
Outside the Bistro  
Workroom knit, crocheted and other hand-made items.

**Blood Drives**  
December 21 and 22  
(Mon/Tue)  
8 a.m. – 2 p.m.  
Cascade Conference Room  
Pre-registration required by calling Bloodworks NW at 1-800-398-7888.

**FOOTBALL Jersey Days**  
Special Tailgate Menu  
Friday, November 13  
Hotwings  
Wednesday, November 25  
BBQ ribs, baked beans and coleslaw

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**Halloween Room of Terrors**  
During the month of October the Family Birth Center focused on the “Culture of Safety” for our patients. Leadership wanted to come up with a fun way to alert the staff to common errors that occur in our patient rooms, so they created a “room of horrors (or errors).” Staff had to walk around the room individually and identify all of the things that are “wrong” in the room. There were more than 100 items that were hazards or process errors. The staff that identified the most errors won prizes. Congratulations to Lori Carpenter, Kerrie Anderson and Lynn Walker who were the top error finders.

**Our United Way Campaign is Up and Running!**  
So far, generous donors have pledged more than $14,000 towards our goal. Many thanks to those who have committed to assist United Way in making lasting change in our community. As an organization, we have pledged to raise $25,000. We can do it.

Please consider making a gift to United Way. You may use the convenient payroll deduction option for a one-time, monthly, or PTO contribution.

**Give. Advocate. Volunteer. Live United.**

Pledge form is available on the intranet.

Any questions, call Kari Ranten, MHA, 360-814-2370

**Skagit County Commissioners and the cities of Anacortes, Stanwood, Mount Vernon and Burlington have proclaimed November Hospice and Palliative Care Month**
October Service Standards Award Winners

Safety – Issac Martinez Lopez, Mike Grillot, SVH Security
Nominated by a co-worker
An employee, departing work late one evening, arrived at her vehicle to discover she had a flat tire. She called for road side assistance and was told it would be two hours before help could arrive. So the employee would not have to wait, our two honorees went immediately into action to provide assistance. They changed her tire and made it possible for the employee to feel safe and get home at a reasonable hour. “I so appreciated their kindness and help,” said the employee.

Presentation – Dr. Mansel Kevwitch, Dr. Bao Huynh, Christy Gowin, Michelle Libby, Teri Schols and Jim Torseth
Issac Martinez Lopez - Day Surgery Team
From a patient’s letter...
“Just had to let you know how great I think your staff is. Everyone at the hospital was fantastic to me and made me feel so at ease. They took great care and discussed everything with me and my wife as to what was going to happen. Their professionalism and courtesy and that “little something extra” called bedside manner was greatly appreciated. My wife remarked to me how comfortable they made her feel while she waited during my procedure.” We congratulate a great team effort!

Compassion – Tayra Dunn and Crissy Lindsey
SRC patient Financial Services
From a Press Ganey patient comment....
A gentleman guest presented himself at one of the SRC departments looking for assistance in finding the diabetic education class. Tayra Dunn and Crissy Lindsey went “above and beyond” to not only find out if there was a class in session, but they personally escorted him in his wheelchair to his destination out of the clinic, across Kincaid Street into the hospital to the class. The patient expressed his sincere gratitude for their help and the respectful way in which they treated him.

Efficiency – Dave Slater - SRC Information Systems
Nominated by a co-worker
Dave served as the project coordinator for a SRC Pharmacy server upgrade and migration. It was a complicated process with multiple hurdles. He stayed with the department director through the process, staying late into the evening and arriving early the next morning before going “live,” to ensure its seamless operation.

Best Foot Forward – Sylvester “PJ” Edmondson - Security
Nominated by a co-worker
The Emergency Department was busy and Patient Access needed help getting some paperwork to the Sleep Lab. “PJ” stepped in and offered to deliver the paperwork to ensure the department had it on time.

Leader of the month – Connie Davis, CMO
By Kandi DeVereere, BSN, RN
Connie is someone who always intervenes on behalf of the patient. She ensures that the patient is the center of the conversation. Connie is one you don’t see every day, however in a crisis she is always present. She looks at everyone, who cares for our patients, equally. Connie excels in her interdisciplinary approach and is highly respected by the Nursing leadership. We know that when there is an issue this leader will take care of it discreetly and professionally. In addition to her leadership with our physicians, I applaud their work in turning around the Mental Health Center, her work with Population Health, and the compassion she has for all of our patient populations.

Congratulations to Chief Medical Officer, Dr. Connie Davis!

Service Standards Honor Roll - October 2015
Honor Roll is a list of employees who have been recognized by co-workers or patients for their demonstration of one of our service standards:

Safety * Compassion * Presentation * Efficiency
They have put their “Best Foot Forward”!

- Ali Billings – SRC SW Family Medicine
- Crystal Brisson – SRC SW Internal Medicine
- Angie Chavez – SRC SW Family Medicine
- Molly Dunbar – CSHA Primary Medicine
- Barbara Durkee – Materials Management
- Sylvester “PJ” Edmondson – SVH Security
- Shannon Eerkes-Lester – SRC SW Internal Medicine
- Dr. Scottetty – CSHA Primary Medicine
- Caryl Greenwood – Vaccine Coordinator
- Heather Grimm – SRC SW Internal Medicine
- Josh Heltine – Food Services
- Barbara Jensen – Regional Cancer Care Center
- Judy Jones – Respiratory Therapy
- Patricia Knight, RN – SRC MV Family Medicine
- Sara Manrique – SVH Nursing Administration
- Sonia Mattoon-Jorgensen – CSHA Primary Medicine
- Tonya Melton – Materials Management
- Andunola Parris – Radiation Oncology
- Rosie Rodriguez – SRC SW Family Medicine
- Keely Smistad – Kidney Dialysis
- Kyle Smith – CSHA Support Services
- Maureen Stanton, RN – CSHA Primary Medicine
- Kelly Tejada – Progressive Critical Care
- Holly Tiberio – SRC SW Family Medicine
- Hector Valdez – Human Resources
- Ciara Vega – SRC MV Family Medicine
- Racheal Witherell – SRC SW Internal Medicine