



CAPELLA Connections

VOLUME THREE | SUMMER 2009

THE WAY OF PROGRESS

NATIONAL PARK OPENS STATE-OF-THE-ART CATH LAB

The **Regional Heart Center at National Park Medical Center** is renowned for its full-service approach to quality heart care. Home to Hot Springs, Arkansas' only dual cardiac catheterization laboratory and supported by some of the area's most experienced cardiologists and heart and vascular surgeons, NPMC offers everything from prevention to intervention to rehabilitation in cardiac care.

In keeping with their commitment to provide the most advanced heart care, the **Regional Heart Center at NPMC** recently announced the addition of a new state-of-the-art cardiac catheterization lab. The new cath lab further supports NPMC's quality heart program through continuing to treat a wide range of clinical problems, including coronary artery disease.

These catheter-based procedures, which the **Regional Heart Center** has been performing since its inception in 1985, may reduce the risks and recovery time found in traditional surgical approaches. The benefits of catheter-based interventions include shorter hospital stays, reduced recovery time, less pain and less visible surgical scarring.

Sister hospital, **Capital Medical Center**, also recently made a significant investment in renovating its cardiac catheterization lab, which has been open since 1988. The upgrades, which include state-of-the-art technology and equipment, will better serve Capital's growing base of cardiac patients.



The Cath Lab Team of Regional Heart Center at NPMC.

ADVANCING *our* MISSION

FROM DAN SLIPKOVICH



While the outcome is yet to be revealed, healthcare reform is barreling down the tracks. I believe, in fact, we'll see substantial change this calendar year. And, it will affect all aspects of the industry, especially hospitals.

One certainty of reform is an even greater emphasis on the quality, service and cost of care delivered to patients across our nation. Reform will likely produce a system that – for the first time – ties performance to reimbursement in a meaningful way. Hospitals that are able to achieve high quality and patient satisfaction marks, while delivering care in a cost-effective environment, will be successful long-term. Hospitals that do not meet standards in those areas will suffer in how they are reimbursed for services.

At Capella, we are not waiting to see how reform shakes out. Our hospitals have always maintained a strong commitment to the areas of quality, service and cost-efficient care. To tighten our focus even further, specifically on patient satisfaction and clinical excellence, Capella is investing in new initiatives that will provide our hospitals with valuable tools and resources.

We are delighted to announce a new partnership with Studer Group, the market leader in evidence-based tools and processes related to service excellence. We've partnered with Studer to help systematize our hospitals' approach to patient service. We are also investing in HealthStream Online Learning Programs, which are continuing education and training programs that will roll out to employees this fall. The programs will hopefully save employees time by providing access to required CME online. There is more to learn about each of these new initiatives inside this newsletter.

When the much anticipated reform bill finally reveals itself, we will be ready. Thank you all for your ongoing dedication and hard work. You are the lifeblood of Capella.

SPOTLIGHT ON: COMPANY-WIDE INVESTMENTS



STUDER:

As part of our ongoing dedication to providing quality care in our communities, Capella has founded a new partnership with Studer Group, the market leader in evidence-based tools and processes related to service excellence. Our partnership with Studer, which began roll-out in August, provides each hospital with access to Studer's experts as well as to their tools and resources. The goal of this strategic partnership is to make each Capella hospital a better place for employees to work, physicians to practice and patients to receive care, which is a direct tie to our company pillars of Quality, Service, People, Growth and Finance. For more information, visit www.studergroup.com.

HEALTHSTREAM ONLINE LEARNING PROGRAMS:

As part of our commitment to investing in the education and training of our staff, we will introduce a new platform for HealthStream Online Learning Programs, a continuing education and training initiative, to all hospitals this fall. HealthStream will conveniently provide employees with additional online access to required CME and voluntary continuing education materials, hopefully saving time where you would typically need to go offsite. The program covers a wide array of topics, including 60 regulatory classes, 30 patient safety courses and more than 300 learning modules for CME credit.

MEDICAL CODING CHANGES:

HHS recently announced the adoption of new code sets for ICD-10-CM and ICD-10-PCS, and we are already working to implement these changes at all hospitals by the compliance date of October 1, 2013. The new code sets will replace ICD-9-CM, which is a 30-year-old classification system currently in use for all diagnosis and inpatient procedure coding. AMA's Current Procedural Terminology (CPT) will remain the code set for outpatient procedures and services. For more information on ICD-10-CM and ICD-10-PCS, please see the quarterly newsletter, *Capella Coding Exchange*.

ON THE NET:

In the next few months, all hospital employees will gain access to HR and payroll records online. We will have more on this in an upcoming issue of *Capella Connections*.

CAPITAL MEDICAL CENTER BABY MAKES HER DEBUT AT CMC ON WEDDING DAY

Shawnee Rose and Anthony Johnson had planned to exchange their vows at the courthouse three weeks before they were due to give birth to their daughter. But, plans changed when Rose went into labor, shortly after she'd put on her wedding dress. She and Johnson rushed to **Capital Medical Center**.

The couple had placed a priority on marrying before their daughter's birth, and lucky for them, Capital's controller, Jennifer Weldon, happens to be an ordained minister. The couple was married that afternoon as Rose lay in a hospital room bed at **Capital Medical Center**. Less than eight hours later, Rose gave birth to their daughter, Aliyah Rose, on the same bed.



MEET THE NEW COO

MICHAEL WIECHART JOINS CAPELLA AS CHIEF OPERATING OFFICER

We are excited to announce the addition of Michael Wiechart as Senior Vice President and Chief Operating Officer. Mike, who joined us in May, most recently served as Senior Vice President and Group Operations President with LifePoint Hospitals, where he oversaw two operating divisions comprised of 22 hospitals across the country. Mike, who has over 20 years of healthcare operations experience and has worked with over 100 hospitals in his career, was also responsible for integrating newly acquired hospitals and overseeing LifePoint's corporate functions of supply chain, revenue cycle, and managed care.

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**I HAVE A GOOD SENSE OF THE
QUALITY OF TALENT ASSEMBLED
ACROSS THE COMPANY...**

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“I am very pleased to have the opportunity to join a growing company like Capella that is committed to achieving quality and service excellence in the community hospital setting,” said Wiechart. “Over the years, I’ve been fortunate to work with a number of Capella corporate and hospital employees, so I have a good sense of the quality of talent assembled across the company, and I know firsthand about leadership’s commitment to quality and achieving operational excellence. I look forward to working closely with our corporate resources, local medical staffs and boards, and our hospital management teams to achieve our goal of making each Capella hospital a better place for employees to work, physicians to practice and patients to receive care.”



ABOUT MIKE

HOMETOWN:

Delphos, Ohio, pop. 4,000

FAMILY:

Wife (of 20 years), Lisa; daughters, Alexandra (age 12) and Audrey (age 4)

INTERESTS:

Anything outdoors, boating, water sports, hiking, reading, church activities, novice musician and home improvement geek

FAVORITE SPORTS TEAMS:

Tennessee Titans and University of Kentucky

GRANDVIEW MEDICAL CENTER

EMS GOES DIGITAL



Panasonic Toughbook laptops will allow **Grandview Medical Center** EMT's to efficiently tackle challenging medical situations.

Grandview Medical Center's Emergency Medical Services (EMS) recently went digital in assessing patient care and recording medical information. Grandview EMS, which serves as the ambulance service for all of Marion County, Tenn., received several Panasonic Toughbook laptops, which are rugged and reliable enough to be used in the sometimes challenging situations emergency medical care can encounter.

The laptops will hopefully eliminate the use of paper forms and the limitations that go with them, allowing the Grandview EMS team to accurately document patient care at the site of the call. As with all medical records, patient confidentiality and privacy will remain a priority and are assured using these systems.

Grandview CEO Bruce Baldwin said the digital equipment for EMS is the beginning of an overall assessment of technology at **Grandview Medical Center**. “We’re excited to be able to change and adapt to more efficient methods of patient care, whether it be in the field on an EMS call or here within the hospital.”

CAPELLA'S HOSPITAL HIGHLIGHTS



CAPITAL MEDICAL CENTER

In June, Capital Medical Center welcomed Amber Miller, a Certified Risk Manager, as the new Chief Quality Officer. Miller, who previously worked for West Valley Medical Center in Idaho, will oversee the development, coordination and evaluation of effective hospital wide quality management programs.

GRANDVIEW MEDICAL CENTER

Bruce Baldwin joined Grandview in April as the new Chief Executive Officer. Bruce comes to Grandview from Putnam Community Medical Center in Palatka, Florida, where he has served as CEO for the past five years.

HARTSELLE MEDICAL CENTER

In June, Dr. Sanjay Malhotra, who is certified in psychiatry and neurology, joined Hartselle as the Director of their Geriatric Psychology Program. Since Dr. Malhotra joined Hartselle, the Geriatric Psychology Program has seen a remarkable growth in their census and is enjoying stronger partnerships with facilities in surrounding areas.

JACKSONVILLE MEDICAL CENTER

Jacksonville opened a new Self-Recovery Unit this year—a very welcomed addition to the facility. The Self-Recovery multidisciplinary treatment team takes a comprehensive, three-phase approach to help patients recover from the physical, mental, emotional and spiritual problems caused by alcoholism and other addictive diseases.

MINERAL AREA REGIONAL MEDICAL CENTER

Three new physicians recently joined the staff at Mineral Area Regional Medical Center: Dr. Mechelle Lewis, Internal Medicine and Pediatrics, Dr. Rafael Figueroa, Colorectal Surgery and Dr. Carla Prince, Internal Medicine.

MUSKOGEE REGIONAL MEDICAL CENTER

Muskogee Regional, which sees nearly 32,000 patients in its Emergency Room annually, has lowered its ER times (door to doctor to discharge) to an average of 126 minutes – the lowest in MRMC history. Compare that to the national average of 243 minutes and the Oklahoma average of 219 minutes.

NATIONAL PARK MEDICAL CENTER

National Park announced in June the opening of the NPMC Healthcenter. Dr. Thomas Pullig, a primary care physician who brings more

than 30 years of experience, will be serving as a family practitioner at the Healthcenter.

PARKWAY MEDICAL CENTER

In May, Parkway opened a new Fast Track Program in their Emergency Department. While Parkway's ER wait times are already below the national and state averages, the Fast Track process will allow patients with non-urgent complaints and minor illnesses to be seen more quickly and improve the overall flow of patients through the ED.

RIVER PARK HOSPITAL

The Sleep Disorder Center, which first opened at River Park in 2006, is now open a full five nights a week to better serve patients. Knowledge in the field of sleep medicine has grown significantly in the past few years, and the Center is receiving steady referrals from area physicians.

ST. MARY'S REGIONAL MEDICAL CENTER

On June 16, Saint Mary's and Dr. Neylon Pilkinton held an event to inform area mothers about keeping their family safe and healthy during the long, hot summer months. The discussion was sponsored by Saint Mary's Goodmoms program, which offers regular information for parents on childhood wellness and development.

SOUTHWESTERN MEDICAL CENTER

Southwestern neurosurgeon, Dr. David Pagnanelli, is the only surgeon in Southwest Oklahoma to perform a new less invasive lower back surgery. Minimally invasive spine surgeries, such as the procedure Dr. Pagnanelli is performing, require significantly shorter recovery time as well as greater rates of success compared to traditional surgery.



Southwestern Medical Center Neurosurgeon, Dr. David Pagnanelli.

WHITE COUNTY COMMUNITY HOSPITAL

White County Community Hospital announced two new additions to the medical staff. Dr. James L. Baker opened his practice of Internal Medicine and Rheumatology in April, and Dr. Kalyani Kumar, Gynecologist, joined White County Women's Healthcare in May.

WILLAMETTE VALLEY MEDICAL CENTER

In May, WVMC's Nursing Leadership Council (NLC) announced the theme of "Nursing Giving Back" for Nurses' Week. In keeping with the theme, nurses volunteered at soup kitchens, took blood pressures at senior centers and churches and more. To support the effort, the hospital offered to its employees a fixed price for cafeteria items and then donated the proceeds of \$1,641 to the local food bank.

WOODLAND MEDICAL CENTER

On July 15, **Woodland Medical Center** was officially acquired by neighboring hospital, Cullman Regional Medical Center. While a difficult decision for our company, we know it was the right one. Cullman, Alabama, pop. 17,000, has been home to two hospitals for decades – neither of which was ever able to reach its potential. Over the years, both providers recognized that Cullman needed one strong hospital – not two competing for too few patients. CRMC and Capella discussed a number of ways to collaborate and the resulting decision was for the hospitals to combine into one.

We are sad to lose a member of the Capella family, but we do feel fortunate to have retained a number of excellent Woodland employees who have transferred to other Capella hospitals in Alabama and Tennessee.

HAVE IDEAS FOR STORIES?

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Send us an email at
connections@capellahealth.com