

what's up?

NEWS FOR WESTERN HEALTHCARE ALLIANCE



WHA Members Receive High Scores on Patient Satisfaction

Congratulations to the WHA members who received high star ratings according to the latest Centers for Medicare & Medicaid Services (CMS) report.

The HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems) is a national survey that asks patients about their experiences during a recent hospital stay. The results are then publicly reported at www.hospitalcompare.hhs.gov.

Over 3,500 hospitals in the United States were ranked from 1 to 5 stars. The ranking is generated by the HCAHPS survey which is administered to random adult patients following discharge from the hospital. The survey is not limited to patients who are Medicare beneficiaries. Hospitals publicly report patients' ratings on 11 measures including communication about medicines, doctor communication, discharge information, hospital cleanliness, overall hospital rating and more. The star rating is an average of the 11 public measures.

Congratulations to:

- Aspen Valley Hospital, Aspen
- Gunnison Valley Hospital, Gunnison
- Heart of the Rockies Regional Medical Center, Salida
- Montrose Memorial Hospital, Montrose
- St. Mary's Hospital Medical Center, Grand Junction
- Southwest Health System, Cortez
- Vail Valley Medical Center, Vail
- Valley View Hospital, Glenwood Springs
- Yampa Valley Medical Center, Steamboat Springs

“It's important to look at several factors when making decisions about your healthcare. Patient experience is one aspect of quality care and we are proud of our consistently high ratings.”

– Steve Hannah
Chief Executive Officer
Montrose Memorial Hospital

WHA has partnered with the National Cooperative of Healthcare Networks to bring HCAHPS training to our members through Custom Learning Systems. This complimentary training, one of the many benefits of WHA membership, is a great resource for members needing HCAHPS education. For more information on this benefit, please contact Scot Mitchell at 970.683.5227 or scot.mitchell@wha1.org.

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Upcoming Events



**Western
 Healthcare
 Alliance**

Mayo Clinic invites WHA Lab Directors, Physicians, and Hospital Leadership to Denver Conferences in September

Utilization Management Conference, September 21st – 22nd

Since the first conference in 2013, we have all witnessed the acceleration of alternative payment models, new forms of disruption, further expansion of retail health care and the formation of mega-health care systems. From the perspective of diagnostic testing, genetic testing continues to grow at an annual rate of 15-25%, and broadly shared estimates suggest that between 20-40% of laboratory testing is unnecessary. These two factors alone represent a significant opportunity for the laboratory to meaningfully contribute to the bending of the cost curve and provide new forms of value as the shift away from volume continues.

It is essential now to establish greater linkage between the laboratory and pathology practices to key institutional strategic initiatives ranging from population health management, to new delivery models outside the walls of the institution, to serving the ever-increasing acute and complex in-patient. Utilization management offers the opportunity to create these linkages and offers value to all stakeholders in the health care arena.

This conference is great for Chief Medical Officers and directors, hospital leadership, pathologists, and physicians.



Leveraging the Laboratory: Linking to Value-based Health Care Conference, September 23rd – 24th

In the United States, changes in health care reimbursement models are accelerating as organizations continue to move toward a value-based model of care. Recent announcements by the U.S. Health and Human Services indicate that by year-end 2018, 50 percent of healthcare providers (or about \$215 billion) will shift from the traditional fee-for-service reimbursement model to alternative payment models.

This conference will dedicate the first day to examining the issues that are defining the environment in which laboratories and outreach must adapt to ensure relevance and remain sustainable into the future. A fundamental understanding of the issues facing hospital leadership, physicians, and caregivers is essential in order to demonstrate the value the laboratory generates in the total cost of care and to secure a seat at the table. The second day of the conference will dive into operationalizing new services and ensuring current outreach capabilities are functioning at a high standard.

This conference is great for individuals from hospital laboratories, including administrators, managers, directors, pathologists, outreach coordinators, and marketing representatives.

Both conferences will be held at the Grand Hyatt Hotel in Denver. For more information on either conference and to register visit www.mayomedicallaboratories.com/education and search for "live – conference". Mayo Medical Laboratories has been a long-standing preferred corporate partner of WHA. For more information on their products contact Tom Northey at 866.986.3657 or tom.northey@wha1.org.

Colorado Mesa University Developing Scrub Tech Program, Seeks Faculty

Colorado Mesa University is in the process of researching the feasibility of developing a Surgical Technology (scrub tech program) here on the Western Slope. As part of this process they are looking for potential candidates for a Program Director as well as Didactic/Clinical Faculty and/or Instructional Staff. If you know of anyone who might be interested in either of these roles, or if your facility is interested in serving as a training site, please contact Deb Bailey at dbailey@coloradomesa.edu with the information.

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Mayo Fall Conferences/
CMU Scrub Tech Program



Strategic Leadership

Yampa Valley Medical Center Earns Third Consecutive Healthgrades Patient Safety Award



After noticing an increasing number of patients falling in the inpatient unit at Yampa Valley Medical Center in 2013, staff began to take steps to correct the problem. “We evaluated our falls policy, educated our patients and families on the risks of falls in the hospitals, started treating every patient as a potential fall risk and increased communication and tracking our data transparently,” said Marie Timlin, YVMC’s chief nursing officer. The procedures helped the hospital decrease its fall rate by 43 percent from 2013 to 2014, and eliminate falls entirely from September through December of 2014.

Quick responses to preventable problems at YVMC, such as the fall rate, have helped the hospital win yet another award for patient safety. YVMC recently held a ceremony to recognize staff for the medical center’s third consecutive Healthgrades Patient Safety Excellence Award. The hospital has received the honor annually since 2013, in addition to numerous other awards related to the patient experience. YVMC is one of only two hospitals in Colorado to win the award three times in a row.

The winners are determined using Denver-based Healthgrades’ 13 Patient Safety Indicators, with information gathered from a survey of patient perspectives conducted by the Hospital Assessment of Healthcare Providers and Systems, from claims data from the Centers for Medicaid and Medicare Services, and by studying patient safety incidents defined by the Agency for Health Research and Quality.

Delta County Memorial Hospital Celebrates 100 Years



Delta County Memorial Hospital began its life as a community hospital in 1915 in a house, and operated out of that house until 1949, when the Delta County Memorial Hospital Association was formed and a new facility was constructed. In 1975 the Delta County Hospital District was formed and a new hospital, which was named Delta County Memorial Hospital, was built. In 2007 construction was completed on the current facility, allowing for new and expanded services and the recruitment of physician specialists to meet the needs of the community.



The original hospital was located in this house on the corner of 7th and Grand in Delta.

An open house celebration will be held for the public on July 10th in the hospital oncology building. There will be memorabilia, tours of the hospital, and 20 hospital departments and clinics will have representatives on hand who will be available to the public to provide information and answer questions. A group of hospital staff will also be participating in the Deltarado Days parade on July 18th.

Congratulations Delta County Memorial Hospital!



UPCOMING EVENTS

WHA LSN Peer Network Meeting	Tuesday June 30th 10:00 am – 2:00 pm Western Healthcare Alliance, Grand Junction
WHA IT Peer Network Meeting	Tuesday, July 14th 10:00 am – 2:00 pm Western Healthcare Alliance, Grand Junction
WHA Rehab Peer Network Meeting	Friday, July 17th 10:00 am – 2:00 pm Western Healthcare Alliance, Grand Junction
WHA CNO/QIRM Peer Network Meeting	Thursday, July 23rd 10:00 am – 2:00 pm Western Healthcare Alliance, Grand Junction

For more details regarding the **WHA Peer Network Meetings**, contact **Tracy Luster** at tracy.luster@wha1.org or **866.986.3585**.



Strategic Leadership



Financial Strength



Operational Efficiencies



Clinical Excellence



Workforce Development

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*Collaborating to Support and Sustain
Quality Healthcare in All Our Communities*

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Upcoming Events

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