



News

Orange County Supervisors Vote in Favor of MSI, 5150 Funding

The Orange County Board of Supervisors took straw votes on County Budget items last week, approving, on a 3-2 vote, \$2 million in funding for the MSI Hospital Pool and \$275,000 for 5150 inpatient treatment beds. These amounts are over and above the Health Care Agency's original requests and will prevent cuts in both programs. County data indicates hospitals are projected to lose \$100 million in the MSI program this year. The \$2 million in additional funding will be matched dol-

lar-for-dollar in the Low Income Health Program, resulting in a total of \$4 million in additional funding for hospitals.

Supervisor Bill Campbell proposed the additional funding. His motion for support directs these MSI funds to the MSI Hospital Pool, and ensures there will be no cuts in the 5150 program. The vote is expected to be ratified when the Board approves the County Budget on June 26.

MSI Committee Chair Alan Smith (Prime Healthcare) joined

Julie Puentes, HASC Orange County vice president, to testify at the meeting. HASC also thanks Chris Leo (St. Joseph Health System), Don Lorack (Anaheim Regional Medical Center), Ken Westbrook, Lloyd Wilensky and Dan Brothman (Integrated Healthcare Holdings, Inc.), and Debbie Walsh (Fountain Valley Regional) for their additional support on these issues.

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Olympia Medical Center Votes to Be Union-Free

Almost 400 employees at Olympia Medical Center have voted with their feet to leave SEIU to work directly with the management of the hospital. Employees first removed the SEIU, and then chose not to unionize with the rival NUHW union, according to John Calderone, PhD, CEO, Olympia Medical Center.

"Our employees have decided that it is beneficial to work with a

management team who have earned their trust, and to pursue the joint objective of advancing Olympia's mission of providing quality care and service excellence," Dr. Calderone said. "We will continue to develop our partnership with our employees in enhancing the patients' experience by working directly with all our professional, non-nursing staff,

clinics and our many dedicated staff, who value their relationship with the hospital's leadership."

The decision does not affect the RN union, but the hospital's LVNs, monitor technicians, unit secretaries and surgical technicians are now union free.

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<http://www.linkedin.com/company/hospital-association-of-southern-california>

Presbyterian Intercommunity Hospital Wins Franklin Award of Distinction

Presbyterian Intercommunity Hospital received the 2012 Franklin Award of Distinction from the Joint Commission and the American Case Management Association (ACMA).

Presbyterian Intercommunity Hospital's Care Management program provides a team-based approach to case management for the integrated health system's

patients and the community. The model provides for common policies and procedures, electronic case management tools, and a collaborative practice approach.

The program relies on the power of partnerships built throughout the continuum. In addition to the collaborative program developed by Home Health and Care Management to address congestive

heart failure hospital readmissions, the organization's funding of an RN position at a homeless shelter has reduced homeless patients' unnecessary admissions. The organization's post-hospital discharge clinic has also been successful in reducing preventable readmissions.

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Fast Facts from Patient Safety Meetings Now Online

The most recent *Fast Facts* documents from the Southern California Patient Safety Collaborative are now available online. From Track II's Care Transitions and Readmissions Reduction Learning and Action Network's June 5 meeting, visit <http://www.hasc.org/fact-sheet/fast-facts-12> for Fast Facts. The May 15 meeting of Track I, HAI Prevention, Sepsis Management, and Surgical Care Improvement, is available at <http://www.hasc.org/fact-sheet/fast-facts-11>.

At the most recent Track II meeting, 117 attendees from 26 hospitals plus several post-acute and community based organizations learned about:

- Change Package for Readmission Reductions
- Improving Quality and Building the Care Team to Reduce Avoidable Hospital Readmissions

- Reducing Readmissions through Palliative Care & Use of POLST
- No Place Like Home: A California Campaign to Reduce Readmissions
- Enhancing Care Transitions to Reduce Readmissions at St. Jude Medical Center in Fullerton, CA
- Reducing Avoidable Acute Care Transfers from the Nursing Home
- Innovative Electronic Information Exchange to Ensure Safe Handoffs

Track I's May 15 meeting included 141 attendees from 57 hospitals and other health care organizations. Key topics were:

- A Patient Story – The impact of an HAI as seen from the other side of the bed

- The Patient & Family Advisory Council – Impact on Patient Centered Care and Quality
- Reducing HAIs Participant

Session

- Optimizing Performance and Patient Safety in the OR
- Project JOINTS: Joining Organizations in Tackling SSIs
- Surgical Safety: Thinking in Threes

SCPSC meetings are presented by HASC, Health Services Advisory Group and the National Health Foundation, and take place at Pacific Palms Conference Resort, Industry Hills.

Partners for *Patient Safety First...a California Partnership for Health* include:

- Anthem Blue Cross
- The three regional hospital associations of California: Southern California, San Diego & Imperial Counties, and Northern & Central California
- The National Health Foundation

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Events

Case Management Transformation Initiative Offers Upcoming Webinar

An introductory webinar regarding HASC's Case Management Transformation Initiative (CMTI) is available on Wednesday, June 27 at 10 a.m.

CMTI, powered by Marsh, is an

interactive nine-month, results-oriented transformation program that will provide your hospital with the tools to transform your current case management function into a comprehensive, physician-centric,

outcomes-based program.

For more information, visit <http://www.hasc.org/event/cmti-introductory-webinars>.

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2012 HASC Wellness Conference Highlights Sustainable Worksite Programs

HASC hosted its second annual Health Care Provider Wellness Conference June 14-15 at the Hilton Los Angeles / Universal City. Addressing both the need for worksite wellness programs and strategies for implementing them successfully, the conference provided information on the growing evidence of the impact wellness programs have on reducing injuries, health care costs and absenteeism while increasing productivity and job satisfaction.

The capacity audience heard from respected leaders in the industry, including Diana Bontá, president/CEO of The California Wellness Foundation; Dee Edington, director of the Health Management Research Center; Dr. Rajiv Kumar, founder of ShapeUp; Brian Cole of the UCLA School of Public Health; and Christopher Scanlan, director with Arnold & Porter.

Along with drilling down to the economic benefits of workplace wellness, speakers highlighted the fundamentals of a sustainable program: senior leadership involvement, operations leadership, self leadership, rewarded actions, and quality assurance; and the ways in which successful programs employ strategic vision, a systematic strategy and systemic solutions to become part of the organizational culture.

Attendees also participated in various wellness activities throughout the event—from laughter yoga



Featured presenter Dee Edington, PhD, author of *Zero Trends: Health as a Serious Economic Strategy*, addresses a capacity crowd.

to an early morning walk, to the team-based ShapeUp walking challenge which used devices like cell phones and pedometers to keep people engaged.

The event was made possible by several sponsors. HASC thanks the following organizations for their generous support:

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Download the photo journal and see more event photos online (<http://www.hasc.org/general-information/thank-you-2012-health-care-provider-wellness-conference-attendees-and-sponsors>).

See you at next year's Health Care Provider Wellness Conference June 13-14 in San Diego.

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Spring and Fall LEAD Academy Sessions Open for Registration

Space is available for LEAD Academy's fall session, scheduled to begin July 5 in the Inland Empire. LEAD Academy is a six-session, 12-module training experience for recently hired, newly

appointed or previously untrained health care leaders looking for tools and skills to better navigate workplace relationships. View the fall schedule at <http://www.hasc.org/education->

[event/lead-academy-5](http://www.hasc.org/education-event/lead-academy-5).

July 6 and August 10 mark the last two spring 2012 sessions in the Los Angeles area. With a focus on resolving interpersonal conflict and

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time management, the July 6 session will help attendees:

- Identify common sources of conflict
- Describe five options for responding to conflict at the source and the risks and benefits of each
- Leverage your preferred style for responding to conflict and adjust it as needed
- Guide a conversation focused on productive conflict resolution
- Identify and overcome personal time wasters, procrastination or indecision
- Enhance a personal productivity strategy

- Handle conflicting priorities and deadlines
- Organize your workspace, phone and e-mail
- Balance emotional energy with objectivity

The August 10 session, *Why and How of Organizational Policies, and Business and Finance for Today's Health Care Leader*, includes ways to:

- Describe the complexity of organizational behavior in health care
- Explain what is behind policies and policy administration
- Define organizational policies and describe where to find them
- Explain policies to others, even if they are unclear

- Reinforce organizational policies
- Describe organizational performance measures and how to meet them, including balanced scorecards, benchmarking and dashboards
- Read a financial report and know why it matters
- Explain health care reimbursement; how hospitals get paid, third party payers and why they matter
- Complete a budget to meet specific targets

For more information about LEAD Academy, please visit www.hasc.org/lead-academy.

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Featured Services

TeamSTEPPS® Presents a New Approach to Error Prevention

Bring strength and vitality to your patient safety culture with a new approach to error prevention — TeamSTEPPS.

More than a single training session or package, TeamSTEPPS (Team Strategies and Tools to Enhance Performance and Patient Safety) was designed by the Agency for Healthcare Research and Quality and the Department of Defense to teach health care professionals how to integrate teamwork principles into daily practice. Shift your organization to a culture known for high reliability in quality and patient safety with expert training in four core competency

areas:

- Team leadership
- Situation monitoring (or mutual performance monitoring)
- Mutual support (or back-up behavior)
- Communication

TeamSTEPPS is your roadmap to superior quality and patient safety with proven tools that can help your hospital:

- Prevent medical errors
- Improve perinatal safety
- Avoid surgical mishaps
- Optimize communication
- Build physician/staff relations
- Enhance employee satisfaction

HASC's consultative assistance

helps teams get started with a one-day Essentials Course for key team members to learn which TeamSTEPPS modules will best meet your facility's needs. Also available is a full three-day engagement involving more members of the core team that will take you beyond the initial review of program tools to the design and implementation of your TeamSTEPPS intervention. For more information about TeamSTEPPS, please visit www.hasc.org/teamsteps.

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PDS: Revenue Benchmarking and Market Analysis for Hospitals

Wondering how to get an accurate market analysis? Need some tips on empowered contract negotiation? Professional Data Services (PDS) can help.

PDS is a web-based tool providing hospital market intelligence and revenue management based on

paid claims data. PDS turns market data into valuable information you need. Whether it's getting the big picture on where you stand in the current marketplace, or understanding how specific service line revenues compare to your peers, PDS's sophisticated reporting sys-

tem delivers effortless access to millions of inpatient, outpatient and ER paid claims.

For more information, visit <http://www.pds-data.com/>.

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