

CF Center receives commendation



A collaborative effort helped the CF Center earn the American Board of Pediatrics commendation.

The American Board of Pediatrics recently commended the MCGHealth Cystic Fibrosis Center for outstanding quality improvements in patient care. It is the only CF center in the CSRA and one of just three accredited centers in Georgia.

The CF Center provides better outcomes for CF patients by improving nutrition, respiratory care, infection control and transitional assistance, all areas endorsed by the Cystic Fibrosis Foundation Quality Improvement Collaboratives and the American Board of Pediatrics.

“It is exciting to work with team members from so many different disciplines who are all dedicated to the goal of

improving care for patients with cystic fibrosis. I have been extremely pleased by the positive changes we have made in our practice over the past four years through our quality improvement activities,” said Dr. Kathleen McKie, Interim Director of the MCGHealth CF Center.

“Physicians, dietitians, respiratory therapists, social workers and nurses all work hand-in-hand to achieve success that we can measure in our patients,” said Dabney Eidson, a respiratory therapist at the center.

In the area of nutrition, the CF team developed standardized meal plans to ensure proper growth and

development and combat vitamin deficiencies specific to patients with cystic fibrosis. The dietitians meet regularly with each patient to monitor and adjust meal recommendations acknowledging that a healthy diet better supports lung health.

Because CF patients require at-home breathing treatments as often as three times a day, the CF team periodically observes treatments in the clinic to ensure that each patient effectively demonstrates the desired technique and that the equipment is functioning properly.

“Effective treatment is technique dependent. We observe, coach and teach best practices to patients. If their technique needs improvement, we can work individually with a patient to correct it for maximum benefit,” Eidson said.

In the area of infection control, the CF center created and administers a special treatment regimen to protect patients from MRSA and other infections to which they are particularly vulnerable. Furthermore,

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CEO Corner

Another successful fiscal year

Health care consumers are becoming increasingly discriminating about where and how they spend their limited resources. That is why we strive to be the best in all aspects of health care – clinical quality, patient safety, patient satisfaction, community stewardship and financial

acumen. While we don't succeed 100 percent of the time, we have a great track record because we are diligent in our efforts.

As the economy continued to slope downward last fiscal year, it became increasingly difficult for us to meet our organizational performance goals. But despite the adversity, we finished the year with excellent results.

Our efforts to increase patient satisfaction are paying dividends. In December, MCGHealth exceeded the 75th percentile with its highest ever patient satisfaction

score. We ended the year above the 60th percentile, which is a significant achievement.

Given the acuity of our patients, our clinical quality is more favorable than expected according to University HealthSystem Consortium (UHC) outcome measures. We also performed well on the UHC/Centers for Medicaid and Medicare Services 24 process metrics.

We ended the year with an operating margin of 3.75 percent, well above our high performance metric of 2.5

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Organizational Performance Goals FY 2009

Measurement Category	Index	Threshold	Target	High Performance	FY 2009 Results
Financial Success	Operating Margin	1.5%	2.0%	2.5%	3.75%
Profitable Business Growth	Volume Units	2.5% Growth Over FY 2008 Profitable Volume Units	5% Growth Over FY 2008 Profitable Volume Units	7.5% Growth Over FY 2008 Profitable Volume Units	670,846 0.42% Growth
Cost	Solucient Cost Per Adjusted Admissions	\$7,400	\$7,250	\$7,100	\$7,244
Cash Flow	Net Days in Accounts Receivable	58 Days	55 Days	52 Days	47 Days
Clinical Quality (Outcome)	UHC Total Mortality (Observed vs. Expected)	1.00	0.95	0.90	0.97
Clinical Quality (Process)	UHC CMS - 24 Metric Compliance Score	70	77	85	71.0
Customer Satisfaction	Press-Ganey Overall Satisfaction Score	60th Percentile (88.2)	75th Percentile (89.2)	90th Percentile (90.9)	88.7
Cash Position	Days Cash on Hand	125 Days	130 Days	135 Days	143 Days

Preparations for flu begin

As flu season approaches, the Centers for Disease Control and Prevention and the World Health Organization are making preparations to combat seasonal flu as well as the resurgence of H1N1. Both organizations are providing recommendations that are being heeded by schools and hospitals alike.

Depending on the availability of vaccines, MCGHealth will follow CDC recommendations by making seasonal flu shots mandatory for leased and hired MCG Health, Inc. employees, volunteers and contract employees, regardless of job function. If available, the shots will be provided at no cost to you. Designated nursing staff will administer the flu vaccine throughout the hospital and clinics through traveling flu clinics. Refusal to get the vaccine can lead to disciplinary action up to and including termination.

In addition, special clinics will be set up to administer immunizations to the dependent children of MCGHI employees at no cost to you, again depending on availability.

Shots are recommended for Medical College of Georgia and

Physicians Practice Group employees who have contact with patients. Students who enter the hospital are required to show proof of vaccination.

Exceptions will be permitted. Those with religious objections may submit a letter to Human Resources endorsed by their pastor, priest or equivalent. Medical exemptions will require a letter from a licensed physician stating a medical contraindication to the vaccine. All exceptions must be approved by Occupational Health Services. Those who are granted exceptions may be required to wear a mask during flu season.

If a pandemic occurs, our staff is expected to work assigned shifts. Vacations and all leave may be revoked, making it necessary to have a family plan worked out in advance, including child care in the event of school closures.

“This is shaping up to be our first flu pandemic since the 1980s. As a result, it becomes increasingly important that we take all precautionary measures available to us,” said Cyndra Bystrom, Director of Epidemiology.

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There’s no time like the present

It is never too early for you to begin your preparations, both at home and at work. You would be wise to start to:

- Make plans for the care of your family members, especially children, in the event they are quarantined at home during a period when the hospital is on a mandatory work schedule due to patient volume.
- Practice proper hand washing. Wash hands more frequently and thoroughly. Get family members accustomed to doing the same.
- Get into the habit of using cough etiquette – cough into your shoulder and underarm area, not into your hands.
- Stock up on hand sanitizer.
- Use face masks to help prevent some exposure.
- Stock up on nonperishable foods, bottled water, over-the-counter drugs, health supplies and other necessities. The U.S. Department of Health and Human Services recommends having a two-week supply.
- Check your regular prescription drugs to ensure a continuous supply. ♦

Flu preparations

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Seasonal flu is the leading cause of vaccine-preventable deaths – 36,000 deaths in the United States each year. Influenza is responsible for 200,000 hospitalizations per year. Unlike seasonal flu, which targets those in the 65 plus age group, H1N1 primarily affects children under four, as well as people between 18 and 49. Because it is new, people have little or no immunity to H1N1. People have some immunity to seasonal flu that has been built from previous exposures.

The vaccine for seasonal flu will offer a measure of

protection. However, two additional doses of vaccines may be needed for H1N1. About 60 million doses of vaccine for seasonal flu are expected to now be available, with another 60 million due by the end of September. The first doses of H1N1 vaccine are expected to be available in October, but most doses will be available later in the year.

The safety and effectiveness of the H1N1 vaccine is currently being tested at hospitals across the nation, including Emory in Atlanta. Health officials are conducting thorough tests and proceeding cautiously because they vividly recall the swine

flu vaccine campaign of 1976. Although it is not clear whether the vaccine was to blame, a high number of patients contracted Guillain-Barre Syndrome.

MCGHealth's exact plans are not yet clear due to the evolving nature of international, national and state recommendations regarding H1N1 and the yet unresolved questions around the availability of an H1N1 flu vaccine. We will bring you details of our preparations as they become available.

For the latest on H1N1, visit pandemicflu.gov or cdc.gov/flu. ♦

CEO Corner

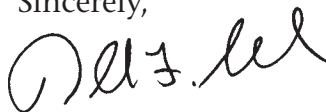
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percent. We continued to have the lowest cost in the UHC with a cost of \$7,244 per admission. Our days in accounts receivable continue to improve and we continue to hold a favorable cash position. Given the economic climate, we did not experience profitable business growth to the extent that we anticipated. However, the fact that we grew at all was unusual performance compared to our

local competitors and our peers in the UHC.

In closing, I'd like to thank you for giving your all to MCGHealth and our patients. Your dedication and commitment are the reasons we can celebrate having a good year while other health systems aren't as fortunate. You make MCGHealth strong.

Sincerely,



Don Snell

President and CEO ♦

A walk you can put your heart into

This year's Augusta Heart Walk is Saturday, September 26 at 9:30 a.m. at the Augusta State University Amphitheater. Register at augustaheartwalk.kintera.org or visit aug.edu for more information and directions. ♦

Learn about the new FlexChoice program

A series of mandatory meetings will be held September 14 and September 17 in the Large Auditorium. At that time, you will receive valuable information about the FlexChoice program that will help you make informed decisions when selecting your benefits during open enrollment, October 12 through November 12.

The mandatory meetings will be followed by a series of sessions during which you will have the opportunity to ask specific questions about the program. The Q&A sessions will be held in the Large Auditorium between September 22 and October 1. ♦

Mandatory Employee Meetings Large Auditorium (BC 141)		
	Sept. 14	Sept. 17
10:00 am		✓
12 noon	✓	
3:30 pm	✓	
5:30 pm		✓

Q & A SESSIONS				
	Sept. 22	Sept. 23	Sept. 30	Oct. 1
7:30 am		✓		
12 noon	✓		✓	✓
5:30 pm				✓

Picker Institute names MCGHealth a national PFCC model

The Picker Institute recently published a study naming MCGHealth one of only six models nationwide that exemplify the central features and processes of Patient Family Centered Care. The Picker Institute is an organization dedicated to advancing patient-centered health care.

“This is a great honor. Our work continues to advance and we have much for others to learn from,” said Pat Sodomka, Senior Vice President of Patient Family Centered Care at MCG Health, Inc. “We’ve been successful at getting our health

care professionals comfortable with relationships with patients and families, and that’s just as important as the medical care we provide. This culture change is fostering a safer environment and a better experience for our patients.”

The other centers cited are Harborview Medical Center, Seattle; State University of New York Upstate, Syracuse, N.Y.; University of Colorado Hospital, Aurora, Colo.; University of Pittsburgh Medical Center; and Vanderbilt Medical Center, Nashville, Tenn. The centers were chosen

based on several criteria, including their quality of performance as measured by patient satisfaction metrics, their approaches to PFCC and their reputations among recognized experts.

The study is a collaboration between the University Health-System Consortium and the Picker Institute. MCGHealth’s complete profile can be found at mcghealth.org and at pickerinstitute.org under “Profiles of High-Performing Patient- and Family-Centered Academic Medical Centers.” ♦

Welcome new team members

Barbara Blount, *5 South Oncology*

Summer Crewsonberry, *Centralized Scheduling*

Paul Eagleston, *Environmental Services*

Georgia Griffin, *Pediatric OR - Main*

Wanda Groves, *Environmental Services*

Kenisha Harden, *7 West Labor & Delivery*

Sherena Hobbs, *Bed Management*

Nora Kahal, *4 South Surgery*

Eileen Locke, *Operating Room*

Susan Middleton, *Surgical ICU*

Maurice Patten, *Operating Room*

Kim Peterson, *Surgical ICU*

Ronald Reid, *Patient Transport Services*

Jason Ross, *Application Installation & Support*

Josephine Satterwhite, *HIMS*

Damon Smith, *Environmental Services*

Joan Smith, *Environmental Services*

Jonathan Swanigan, *Environmental Services*

Heather Trafford, *ACC Float Pool*

LaCelle White, *Centralized Scheduling*

Cynthia Witherspoon, *Medical ICU* ♦

CF Center commendation *continued from page 1*

a special clinic day has been designated for babies with cystic fibrosis to limit their exposure to potential illnesses.

Also, the center has developed interventions to better manage the transition from childhood CF to adult CF, recognizing that older patients with the disease have different needs.

Cystic fibrosis is a life-threatening genetic disease that affects the lungs and digestive system of about 30,000 children and adults in the United States. In the 1950s, few children with CF lived to attend elementary school. Today, advances like the ones made here have greatly extended and improved the quality of life for those with cystic fibrosis. Many people with the disease now live to their 30s, 40s and beyond.

The American Board of Pediatrics is one of the 24 certifying boards of the American Board of Medical Specialties. The ABP is an independent, nonprofit organization whose certificate is recognized throughout the world as a credential signifying a high level of competence. ♦

And the September winner is...



Kellie Bedenbaugh of Radiology is the winner of the reserved parking spot in the 15th Street Deck for September. Her name was drawn from among the 265 employees who contributed to the fundraising campaign. One name will be drawn each month until July 2010. ♦