

# extra

news for  
Owensboro  
Medical Health  
System employees

Our Mission is to heal the sick and to improve the health of our community. February 15, 2008

## Teams to define the ideal patient experience

Some former patients are teaming with a group of medical professionals and community members to experience life as a patient at OMHS. For the next few months, team members will be asking questions, snapping pictures and jotting down the details of their experiences. And what they say could shape the future of patient care at OMHS.

Together these teams are working to understand the patient experience at OMHS. The goal of the patient experience teams is to develop a comprehensive look at patient care through the eyes of a patient.

“The teams will document the patient experience as it might be, as it could be, and as it can be,” says Bill Alton, vice president of facility services, who is leading the project. “Their job is to define the ideal experience for the patients, families, physicians and staff.”

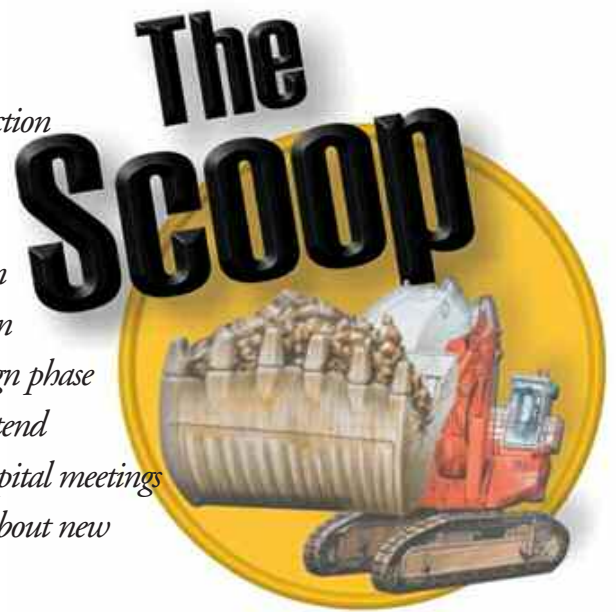
Twelve teams have been assembled to study the patient experience from start to finish—from the time a patient has a need through the delivery of services. They will use a variety of methods to gather information, including shadowing, documenting and photographing the service process. Teams will use the insight they gain to construct a picture of the patient experience at OMHS and to identify how the process might be improved.

Patient experience teams are composed of both medical employees and community volunteers. They will include patients, community members, front-line staff, management, administration and physicians. Team members from the medical community will study service lines other than their own.

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## Reminder to HIP Participants

HIP screenings begin this week. Follow this checklist to ensure your scheduled assessment goes smoothly:

- **Arrive on time** for your scheduled assessment rather than anytime during the time span. Arriving late could delay your screening and those scheduled after you. If you don't remember your appointment you can look it up in Registrar.
- **Bring cash or a check for \$15** made payable to Cooperative Health Services to pay for your cholesterol test. (This cost will be reimbursed through Wellness Plan dollars if you're on the hospital insurance – we'll even help you file the paperwork after your screening is complete.) Remember to fast for 10-12 hours for an accurate reading – water, black coffee and medicines only.

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# Master Facility Plan Mission & Vision

**Mission** - "To build an affordable regional hospital that provides safe, high quality care that will meet the healthcare needs of the region."

**Vision** - "To deliver a regional hospital that is high quality, environmentally friendly, flexible, innovative and futuristic, that meets the healthcare needs of the region."

## Industry leader Turner Construction company chosen

After thorough analysis and comparative research, the OMHS Board of Directors selected Turner Construction, an industry

**According to the Engineering News Record Top 400 Contractors Sourcebook, Turner ranks 1st in healthcare.**

leader in healthcare building projects, to build the new OMHS hospital.

Turner's vast healthcare construction

experience well positions them to provide the team of OMHS, HGA (our architect) and SSR, the engineer for the project, with a collaborative and well-executed building experience.

The Turner team includes individuals with healthcare knowledge made up of local, regional and national experts who bring the ability to deliver

**Modern Healthcare has ranked Turner the #1 Healthcare Builder for most of he past 23 years**

local market experience, regional healthcare strength and best practices in emerging trends.

Turner's clients include many well-respected healthcare institutions including Harvard Medical School, Yale-New Haven Hospital and UCLA Medical Center.

## From front: Teams being formed

What the teams discover will help shape the OMHS of the future, Alton says. "The information collected will help us define the future design of the new hospital and the healthcare process, with the idea of delivering the ideal patient experience."

Can employees who are not on teams still be involved in the project? Alton says everyone can contribute by asking questions, assisting team members, and providing input.

"Where appropriate, share your ideas for improving the healthcare delivery process with our team members."

## Getting ready for Joint Commission Spring 2008 survey

- Q. What are the five components of the Utility Management Program?
- A. Electric, water, gas, medical gas and telephones are all components of the Utility Management Program.
- Q. What happens in the event of an electrical failure?
- A. The hospital has backup electrical generators that kick in within ten seconds of a power failure.



*Jean Julius, a registered nurse and health promotion specialist at the OMHS HealthPark, takes a blood pressure reading during a 2007 HIP screening. In addition to blood pressure, participants are screened for blood sugar, cholesterol and healthy weight.*

## From front: HIP Reminder

- **You must register to be screened.** Anyone who does not register will be turned away and asked to schedule an appointment. Registration only takes a couple of minutes through Registrar – available on the Intranet. If you don't have computer access, or can't locate your spouse's name in the system, call Sherry Jones at 688-4889.
- **If at anytime the Daviess County and/or Owensboro City schools close or are delayed due to bad weather,** the HIP assessments for that day will be cancelled. And if cancellations occur, those registered for that day must reschedule through Registrar.

## Vision for structural design and construction

To ensure we meet the needs of our patients, physicians, employees and visitors, OMHS is following its vision *“To become a regional center of excellence by actively listening and partnering to meet the individual healthcare needs of those we serve”* as we begin to design the new OMHS hospital.

The OMHS Board of Directors has developed the following strategies to guide our architect and contractor in the development and planning process.

### Safe Environment

Safety for patients, visitors and all staff is a priority and necessary to provide quality care and make continued advancements in healthcare.

### Attractive to Healthcare Professionals

We want to recruit and retain the best and brightest minds in medicine – both physicians as well as clinical and non-clinical workers.

### Patient and Family Centered, Easy To Navigate

A comforting, soothing atmosphere will enable patients to heal in a low-stress environment, while helping to put families at ease. As a regional medical center, the new OMHS hospital must be easily accessible by patients traveling from within Daviess County and beyond. Once inside, first-time visitors should easily find their way through the building.

The environment should also include an inviting landscape design. Opportunities for wellness, prevention and health-related research and development should be

included. Plans may include features such as walking tracks, picnic areas and tranquil water features, just to name a few.

### Efficient Staff and Patient Flow/Optimized Staffing

The new OMHS hospital should offer a functional design that enables clinicians to provide patients with the safest and most favorable care. With looming shortages of hard-to-recruit positions such as pharmacists, nurses and physicians, the design must make the best possible use of staff.

### Advanced Technology

An environment that will support highly developed and changing technology is necessary to grow, make improvements in patient care and continue establishing partnerships with other healthcare organizations.

### Economically Feasible

With healthcare costs continuing to rise, the new OMHS hospital must contain costs to remain competitive with other hospitals in the region.

### Supportive of Higher Education

Growing our staffing and partnerships is crucial to meeting future healthcare needs. The facility must provide adequate support for training and learning.

### Flexible, Adaptable and Visually Appealing

Space must be used efficiently and construction should provide ease for future expansion to meet changing healthcare needs. The external design must reflect modern architecture and enhance the beauty of the community. It should invite a sense of public pride and offer multiple entry locations (inpatient, outpatient, diagnostics, lab, emergency, etc.).

## State of the Hospital begins March 3rd

Dear Employees,

It's hard to believe that nearly four years has passed since I first came to OMHS and had the opportunity to meet many of you for the first time. Since then, with your help and ideas, we've improved patient care and made many needed changes in our workplace. We continue to have many things to celebrate, including exceptional patient satisfaction scores and many successes from our ongoing quality initiatives.

I hope to see you at one of the upcoming State of the Hospital meetings. We will be sharing more about our achievements over the last year and about the design process for the New Hospital. We will also provide you with a copy of our 2007-2008 Report to the Community that will be distributed to the public in early March.

I appreciate all you do to help provide the best care to our patients. Thank you.

Sincerely,  
Jeff Barber, Dr.PH  
President and CEO

Monday, March 3 • OMHS Conference Center  
7:45 a.m. - 8:45 a.m., 10:00 a.m. - 11:00 a.m. &  
Noon - 1:00 p.m.

Administrative Conference Room, 5th Floor  
7:45 p.m. - 8:45 p.m. & 9:00 p.m. - 10:00 p.m.

Tuesday, March 4 • OMHS Conference Center  
11:00 a.m. - 12:00 noon & 2:30 p.m. - 3:30 p.m.

HealthPark Classroom • 4:00 p.m. - 5:00 p.m.

Wednesday, March 5 • Business Center  
8:30 a.m. - 9:30 a.m. & 9:45 a.m. - 10:45 a.m.

Friday, March 7 • MultiCare  
10:30 a.m. - 11:30 a.m. & 11:30 a.m. - 12:30 p.m.

Tell City – To Be Determined

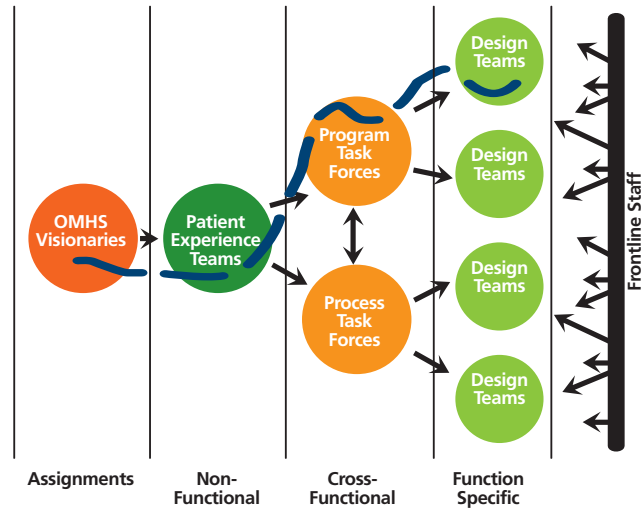


## The Life of a Task Force Member Contributions and Expectations

### OMHS is now in the pre-design phase

OMHS is now in pre-design, the most critical phase of the construction project. During the next 30+ weeks, the design strategy and overall goals of the project will be developed.

The following is a brief overview of the various task forces and teams that will be formed during this phase. Each will have representation from physicians, administration, service line directors, supervisors, frontline staff and community members.



#### Patient Experience Teams

These critical teams will identify the ideal patient experience, whether the customer is a patient or family member, physicians or staff. Teams will be organized by service line; however, participants will not work in or have day-to-day experience in a particular area.

- |                    |                          |                     |
|--------------------|--------------------------|---------------------|
| • Cardiology       | • Cancer Care            | • Neurosciences     |
| • Oncology         | • General Surgery        | • Medical/Pulmonary |
| • Orthopaedics     | • Ambulatory Diagnostics | • Transitional Care |
| • Women's Services | • Ambulatory Surgery     | • Emergency         |

#### Cross-Functional Program Task Forces

These task forces will create demand for improvement in core processes, in response to the patient experience teams. Members will either work directly in or have experience in a particular area.

- |                    |                         |                  |
|--------------------|-------------------------|------------------|
| • Cancer Care      | • Emergency             | • Inpatient Care |
| • Women's Services | • Ambulatory Surgery    | • Surgery        |
| • Rehabilitation   | • Ambulatory Diagnostic |                  |

#### Cross-Functional Process Task Forces

These task forces will research opportunities for improvement in core processes, in response to requests of the Program Teams, for example:

- |                                   |  |                        |
|-----------------------------------|--|------------------------|
| • Medication distribution         | • Material supply/distribution                 | • Nutritional services |
| • Specimen collection and testing | • Clinical information/technology              | • Room turnover        |
| • Inpatient imaging               | • Patient access (registration and scheduling) | • Transportation       |

#### Design Teams

Seventeen design teams will collaborate to fine-tune logistics of the planning and design process. These teams will include –

- |                    |                 |                          |
|--------------------|-----------------|--------------------------|
| • Inpatient Unit   | • Mental Health | • Lab                    |
| • ICU              | • Neurology     | • Administration         |
| • Radiology        | • Orthopaedics  | • Facilities             |
| • Emergency        | • Rehab         | • Environmental Services |
| • Women's Services | • Surgery       | • Materials Handling     |
| • Oncology         | • Pharmacy      |                          |