



# TOP 5% IN THE NATION FOR QUALITY

by **HEALTHGRADES**  
GUIDING AMERICA TO BETTER HEALTHCARE  
2009 & 2010 Distinguished Hospital  
Awards for Clinical Excellence.™

# extra

news for Owensboro Medical Health System employees

## 1 of ONLY 16 IN THE NATION

Distinguished Hospital for Clinical Excellence.™ 2009/2010/2011  
Patient Safety Excellence.™ 2010  
Outstanding Patient Experience.™ 2010

### WHAT'S INSIDE

**President's Award recipients**

p.2

**Hospital exceeding anti-coagulation goal**

p.3

**New emergency department director**

p.4

**“Receiving this award for the third year demonstrates that we provide consistently superior healthcare for our patients.”**

### QUOTE OF THE WEEK

**Dr. Robert Schell**  
On the Top 5% ranking

## OMHS remains among top 5% of nation's hospitals

**One of only 16 hospitals to receive three top HealthGrades awards**

HealthGrades has named OMHS a Distinguished Hospital for Clinical Excellence™ for the third consecutive year—continuing to place the hospital among the top five percent in the nation for clinical performance. HealthGrades Hospital Quality and Clinical Excellence study, released January 26th, identifies hospitals with the best overall clinical performance across all 26 medical diagnoses and procedures that the organization rates. OMHS is among a group of only 268 hospitals receiving the award and one of only two Kentucky hospitals to receive it.

Getting the clinical excellence award for the third year places OMHS among a group of 16 hospitals in the entire nation to receive the 2009, 2010 and 2011 Clinical Excellence Award™ in 2009; the 2010 Patient Safety Excellence Award™ and 2010 Outstanding Patient Experience™ award.

OMHS is also ranked number one in Kentucky in three separate specialty areas according to HealthGrades. OMHS is the top ranked hospital in the state for: joint replacement surgery—such as total knee replacements; critical care, which includes treating high acuity patients with diagnoses such as sepsis (infection of the blood) and respiratory failure; and medical treatment of gastrointestinal issues such as bowel obstruction.

OMHS continues to rank among the nation's top hospitals due to its persistent efforts to focus on quality improvements in place over the last several years, including initiatives to improve patient outcomes for joint replacements, heart attack, heart

failure, pneumonia, chronic lung disease and reduce the incidence of infections, blood clots and pressure ulcers from skin breakdown.

“Receiving this award for the third year demonstrates that we provide consistently superior healthcare for our patients,” said Robert Schell, MD, a general and vascular surgeon and chair of the OMHS Board of Directors Quality and Safety Committee. “Quality improvement continues to be an emphasis in our board meetings and throughout the organization.”

Unlike other hospital quality studies, HealthGrades evaluates hospitals solely on clinical outcomes: risk-adjusted mortality and in-hospital complications. HealthGrades' analysis is based on approximately 40 million Medicare discharges for 2007, 2008 and 2009. Using the top-performing hospitals as a benchmark in this year's HealthGrades study, HealthGrades quantifies the impact of differences in hospital quality in terms of lives lost and unexpected complications.

The HealthGrades study found that:

- Distinguished Hospitals for Clinical Excellence (Top 5% in the nation) such as OMHS outperformed all other hospitals across all of the 17 mortality cohorts and six of nine complication cohorts studied from 2007 through 2009.
- Specifically, Distinguished Hospitals for Clinical Excellence had a 29.82 percent lower risk-adjusted mortality rate and a 1.91 percent lower risk-adjusted in-hospital complication rate among Medicare beneficiaries compared to all other hospitals.
- If all hospitals performed at the level of those in the top five percent, 158,684 Medicare patients could potentially have been saved, and 3,511 Medicare in-hospital complications likely avoided.



**Owensboro  
Medical Health System**

**February 8, 2011**

Volume 2, Edition 4



## Upcoming Events at OMHS

### February 11th

#### Comedian Henry Cho

This event will be held at the Owensboro Sportscenter. Doors open at 7:00 p.m. Contact Lisa Knott (270) 885-7713 to reserve your tickets. Your will need your employee badge to get into the show.

### February 16th & 17th

#### Cutting Edge Cardiology Conference

This is a two day cardiology program that will discuss strokes, humor in healthcare, robotic assisted thoracic surgery, atrial fibrillation, cardiac tests and many other cardiac related topics.

Do you have an OMHS related event you'd like to share in Extra? Send it to [stuart.peck@omhs.org](mailto:stuart.peck@omhs.org) and we'll include it in the 'Upcoming Events' section!

## 2011 President's Award Recipients



*Kelly Armour  
Volunteer Services*



*Bonnie Brown  
Pastoral Care*



*Tim Crabtree, RN  
Telemetry 5-5*



*Robin Ford, RN  
Cath Lab*



*Scott E. Gaines, M.D.  
MultiCare Madisonville*



*Don Gallucci  
HealthPark*



*Dorothy Jo 'Josie' Jackson  
Laboratory*



*Sherry L. Millay, RN  
Infusion & Nursing Support*



*Sandra Kay Pfister  
Facilities*



*Donna Schroader  
Mother/Baby*



*Stephanie Shaver, MSW  
Case Management*



*Jeremy Stewart  
Accounting*

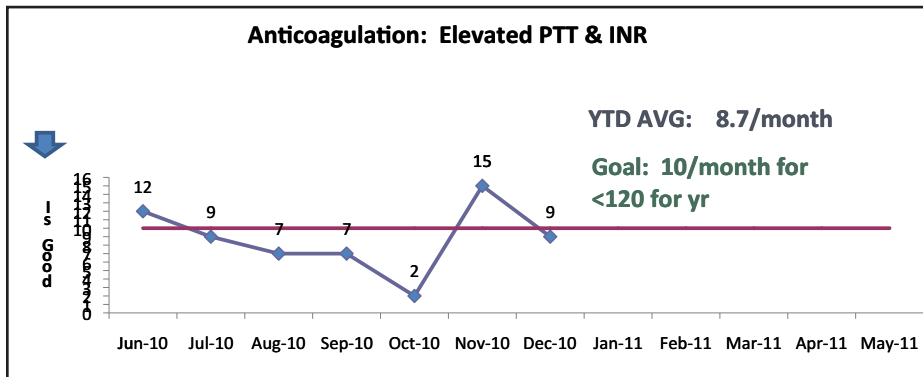


*Tony Wathen  
HealthPark*

These 13 individuals were selected by their peers as having gone above and beyond for OMHS and its patients. The President's Award is given out every year to those employees who demonstrate the organization's core commitments. The recipients will be honored at a dinner on March 3rd.



## Hospital exceeding anticoagulation goal



### Employees encouraged to look for patients who may need anticoagulation medications.

Anticoagulation isn't exactly the easiest topic to understand. The process of regulating how thick or thin a patient's blood is needs to be constantly monitored.

"Appropriate coagulation is vital to the body's functionality," according to Mike Mills, vice president of Ancillary Services and one of the leaders on the anticoagulation organizational goal.

In addition to proper coagulation being vital to patients it's one of OMHS' organizational goals. Tom Payne, the pharmacy clinical coordinator and a leader of the goal, says we're meeting the goal.

"We're doing fairly well," he said.

OMHS has set a goal of less than 10 incidents of over-anticoagulation per a month with less than 120 over the course of a year. So far, seven months into the goal, and there have been 60 incidents.

"It's a very challenging goal, one that takes vigilance on the part of staff," said Mills.

"Because of the complexity and number of different factors involved in anticoagulation, bringing the number of incidents to zero isn't

feasible," he said. "Certainly we want to have as few incidents as possible; there are just so many variables."

When a patient is given an anticoagulation medication such as Coumadin or Heparin they are monitored closely to make sure their blood doesn't get too thick or thin. Having blood that is too thick could lead to a number of complications including stroke; on the other hand if the blood is too thin it can cause excessive bleeding. There are tests that are run to watch those levels. Employees can contribute to this goal by being vigilant and watching patients closely who are on these medications.

"Awareness is the key thing; some outward signs will be a patient's nose or gums bleeding or excessive amounts of bruising," according to Joshua Ononuju, a clinical pharmacist at OMHS.

Payne also says there is a new anticoagulation medication available to treat patients with atrial fibrillation. That medication is very consistent and eliminates some of the variabilities that require the need to monitor patients on anticoagulation medications for potential coagulation problems. However that medication may not be right for all patients.



## Health Improvement Plan

Sign up for a HIP screening now by going into Lawson.

### New Information!

This is a change from last year; if the Owensboro city schools are cancelled due to weather, HIP screenings will be cancelled as well. If the city schools are on a delayed start, HIP screenings will be held at the normal time.

**In addition to the 1st quarter screening, HIP participants need to complete the online Health Risk Assessment questionnaire.**

If you do not have insurance through OMHS you will not be able to access the Health Risk Assessment online until March. You should plan to come to the screening before March you can complete the questionnaire in March.

Go to Lawson and register for your screening date and time to reserve your spot. Please reserve only one date and time so everyone has a chance to enter. If you have questions you can contact Nancy Velotta at 688-4881.

HIP screenings will be held at the Breckenridge Medical Office Building on the 2nd floor across from the Women's Pavilion in February. All screenings will be held in the Ford Medical Office Building suite 201 during March.

All HIP participants will need to fast 10 to 12 hours before their screening.

## New emergency department director named

Debbie K. Poole joined the OMHS team in the beginning of February



Debbie K. Poole has been named director of emergency services for OMHS. She was most recently the executive director of trauma and critical care at St. Mary's Medical Center in Evansville.

*Debbie K. Poole* During her tenure at St. Mary's she led the hospital in achieving level II trauma verification for adult and pediatric patients. She has also served in nurse executive positions in Tennessee and nurse management positions in southern Indiana. Early in her career, she held the position of peri-operative manager at Owensboro-Daviess County Hospital.

She holds a master's degree in nursing from Indiana State University and earned her bachelor's degree from Indiana University Southeast. She is also a board certified advanced nurse executive.

## Community Benefit Committee

Applications are still being accepted through February 11.

Applications for volunteering on the Community Benefit committee will be accepted through February 11th. You can contact Debbie Zurner Johnson at 691-8270 or by emailing [debbie.johnson@omhs.org](mailto:debbie.johnson@omhs.org) to request an application. Volunteers will help choose organizations to receive OMHS Community Benefit grants.

## Four legged volunteers bring smiles to OMHS patients



*Ben and Mitzy take a break between visits at the hospital. The two "volunteers" make their rounds each week visiting patients in several different units.*

### Ben and Mitzy visit several departments around the hospital.

Story and photo by:  
*Mike Kublin, Volunteer Services*

For many inpatients at OMHS, there is a special knock-knock joke: Knock-knock. Who's there? Ben and Mitzy. Ben and Mitzy who? Ben and Mitzy, your four-legged canine volunteers who have come to visit you!

Except it's no joke, as Ben – a 3-1/2 year old Cavalier King Charles Spaniel – and Mitzy – a 15 year old Schnauzer – volunteer their time at the hospital with their owners Bonnie Nance (Ben) and Kathy Daugherty (Mitzy). Their rounds typically include Transitional Care, Pediatrics, Rehabilitation and inpatient Oncology.

"It's amazing how patients light up when they see Ben and Mitzy," reports Jim Weedman, recreational therapist in the Transitional Care unit.

"People who aren't even interested in dogs want to see them," he adds. "I take pictures of patients with Ben and Mitzy, and many of them are eager to show the photos to their grandchildren."

Ben is certified by Therapy Dogs International, which means he has met the high standards set to provide comfort and companionship to patients in hospitals, nursing homes and other institutions.

Bonnie visits OMHS with Ben "because of the pleasure I see on people's faces when we visit. Patients away from home are often away from their pets too. The visits seem to make a great difference to them, and I enjoy that so much."

The dogs have special costumes they wear during the holidays. Kathy also dresses Mitzy up other times, sporting new outfits thanks to Jesse Waltrit, a nurse in Transitional Care.

"I offered to make them for Mitzy," Waltrit says, "because of what the dogs' visits do for everyone at the hospital."

**Do you have a story for Extra?  
Send an email to  
[stuart.peck@omhs.org](mailto:stuart.peck@omhs.org).**