

# Paulding County Hospital Employee Newsletter

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## A Word from the CEO on the Ohio Hospital Tax

On Friday July 17, 2009 Governor Ted Strickland signed the new 2010-2011 biennial budget for the State of Ohio. This budget includes a \$145 million dollar “hospital franchise fee” that will be collected from hospitals in Ohio. Our hospital, as well as others throughout the state sought help from our legislators to ensure a franchise fee would not be included in the budget package. Those efforts turned out to be fruitless. In the end the outcome for the state’s hospitals will be layoffs and cuts to services. Many have already begun making those cuts as I recently read that the hospital in Marysville plans to eliminate an underperforming service line to help pay the franchise fee.

For Paulding County Hospital we have been preparing for this unfortunate inevitability for some time now. We have been taking advantage of opportunities to cut costs since it was announced in the spring that this franchise fee might take place. Many decisions have been made that may have been unpopular but will give us the opportunity to meet our obligation to the state without additional cuts.

These are certainly very uncertain and challenging times for hospitals. As I write this, Congress is debating the merits of a nationalized health system. It is unclear to me at this time how this might further financially affect our hospital and Paulding County as a whole but it is incumbent upon us to be leaders within our community in determining how to navigate these uncertain waters and ensure that healthcare is provided to the citizens who live here. I have shared with others before that there are no easy jobs in healthcare and this is probably no more relevant than it is today. You can be proud of the efforts and sacrifices that you sometimes have to make for our community.

- Gary

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## Hospital Financial Update

CFO, Rob Goshia reported for the month of June the hospital has realized a profit of \$23,995 and for the Year To Date there has been a profit of \$59,141. PCH continues to operate consistently in the black. Inpatient and Swing Bed days have decreased by 525 or 31% from last year while outpatient activity remains good.

## Guest Relations Customer Survey Update

### **What our patients are telling us:**

The customer service phone calls that are made to Paulding County Hospital patients are continuing. One of the questions that we ask them is this: “We are always looking to get better. Do you have any suggestions for what we could do to be even better?” Overwhelmingly the answers are positive from “No, very satisfied” or “In the last couple of years you have really stepped it up and the service is a lot better and so are the attitudes”. Several patients even commented on how fast our ER was! Great!

Some things that they do think we could improve on include, “It would be nice to have the new technique where they could just prick your finger to get blood” and “Came in early on a Saturday morning but no one was at the front desk and I didn’t know for sure where to go”. Several patients have mentioned strong perfume on their nurse (which as we all know could mean anyone who had any contact with them from any department). The lesson here is that we all watch the perfume because sometimes it makes an ill patient feel worse. One patient would like to see us offer Yoga classes and sponsor a support group for caretakers of older parents. Another patient thought it might be good if we would not wake them up so early in the morning. An ER patient thought it would be a good idea if we would make patients aware that a student was observing or taking part in their care. A good idea!

Employees who were recognized by name by patients in the last month are:

Angie Speice, Michelle Van Etten, Sarah Beining, Greg Parrett, Sis Stauffer, Betty Andrews, Kathy Echo, Ruth Ann, Cheryl Shobe, Kyle Mawer, Kay (nurse), Rita Diaz, Serena (med/surg nurse), Kathy Webb, Beth Christo, Lori Shaw (sleep lab tech), Sally Linder, Dana (ER nurse), Dr. Rafiq, Dr. Gray, Dr. Spangler, Gary Adkins, Sue Beck, Cheryl from respiratory, Darlene Herber, Patty Cavinder, Dr. Dasari, Cindy Woodring, Renee Taylor, Dr. Omran, Ben Ricker, Beth Scheiner, Dr. Savage, Connie Vogel, and Vicky Hunt.

Personally I think this one is funny....”I don’t know her name but she was wearing a blue uniform!” Gotta love that one! Great job everybody that was mentioned and keep up the good work.

Some interesting comments that we heard on our phone survey include, “Wonderful, just wonderful, it always is. I just love the smaller hospital, everyone is so friendly”, “Was only here for about 10 minutes from registration to blood draw and ready to go home”, “I refer friends and family all the time to PCH because you are not a band aid station like I’ve experienced at other places.”, “Loved Dr. Savage, he was great!”, “Everyone is very nice and friendly and smiling. I really like happy people.”

## New Faces

New Employees hired in July and August include:

- Andrea Sterling - RN - Med-Surg & ER
- Marta Nibert - OT - Rehab
- Shannon Gerken - Housekeeper - Housekeeping
- Brooke Donley - Phlebotomist - Lab
- Heidi Tatum - RN - Home Health

Please say “hello” when you see the new faces in the hall.

## Congratulations

*Darlene Herber is a grandmother again. Ian Michael Herber, born August 8, 2008. Weighed 9lbs, 11ozs, 21 1/4 ins. long.*

*Dr. Perring and his wife, just welcomed a new son on August 12<sup>th</sup>. His name is Brody. Dr. Perring is one of our ED physicians.*

