

Paulding County Hospital Employee Newsletter

Volume 1, Issue

September 2009

Paulding County Hospital to start new Anticoagulation Clinic

(Information submitted by Barb Hoersten)

An outpatient anticoagulation clinic, sometimes referred to as a Coumadin Clinic, started September 3rd at Paulding County Hospital. This clinic will monitor patients' Coumadin (Warfarin) therapy.

The clinic will obtain lab results, provide the patient with Coumadin dosage adjustments, perform regular reviews of all of the patient's medication, assess patient for bleeding / thrombotic signs & symptoms, and manage the patient's prescription/ refills for their Coumadin medication.

Advantages for the patient:

- Almost immediate INR result with a finger-stick test rather than a venipuncture
- Dosage adjustment performed at the same time the INR is resulted
- One visit to one place for lab result and dose adjustment
- Dose adjustment communicated to the patient verbally and in writing
- Service provided closer to home

The anticoagulation clinic will be managed by the pharmacy. Lab personnel will perform the INR test and a pharmacist will perform the evaluation, dosage adjustment, and management of prescription refills.

The hospital has decided to offer this new service to the community because of a change occurring at the Lutheran Hospital Anticoagulation Clinic. All patients receiving "Coumadin Clinic" services by the Lutheran Hospital will no longer be able to have their labs drawn here at Paulding and receive dosage adjustments by telephone from Ft Wayne. The Lutheran Anticoagulation Clinic will monitor the patient's therapy from now on, they will need to be seen each month by the Clinic in Ft Wayne. This creates a large burden to the patients that live in the Paulding-area.

If a patient is currently being seen by the Lutheran Hospital Anticoagulation Clinic and would like to transfer to the Paulding County Hospital Anticoagulation Clinic, the patient needs to contact the Paulding County Hospital to authorize the transfer of their information from Ft Wayne to Paulding.

If not already a clinic patient in Ft Wayne and services are desired in Paulding, a patient must obtain authorization from their physician. The physician needs to contact the clinic if they wish to have their patient utilize its services.

Contact Info: **Paulding County Hospital Anticoagulation Clinic** – (419)-399-1796

Recovery Audit Contractors (RAC) Coming Soon

(Information submitted by Melanie Rittenour)

The Medicare Modernization Act was signed into law in 2003. This law authorized the Secretary of Health and Human Services to begin using a Recovery Audit Contractor (RAC) program to audit providers in order to identify Medicare underpayments and overpayments made to providers.

CGI, the RAC auditor for Ohio, has completed the educational outreach sessions and have indicated the audits will begin soon. They will be reviewing claims going back to October 1, 2007.

The contractors are required to post on their website prior to the audit, the types of claims they will be reviewing. At this point they have posted the following as the types of services to be audited, looking for coding and billing errors of these services: Blood Transfusions, IV Hydration, and Bronchoscopy Services. The auditors have indicated that more issues will be audited, but have not posted additional issues to their website at this time.

In January they will begin reviewing the medical records to determine if the patient admissions going back to October 2007 have been medically necessary.

The Paulding County Hospital RAC team has been meeting regularly since last October in order to prepare for these audits.

Hospital Financial Update

(Information submitted by Rob Goshia)

CFO, Rob Goshia, reported for the month of July the hospital has realized a loss of \$ 50,495 and for the Year to Date there has been a profit of \$ 8,646. PCH continues to remain in the profitable. Inpatient and Swing Bed days have decreased by 594 or 31% from last year, while outpatient activity has also fallen.

Guest Relations Customer Survey Update

(Information submitted by Brenda Wieland)

What our patients are telling us:

Some positive comments that we heard from our phone survey last month include: "All the employees were wonderful, friendly and nice, even the cleaning lady was nice.", "The Physical Therapy Department is great, you have great people working out there and really great equipment.", "I really like how they have improved the registration area, it just seems more private than before, and the lab and x-ray are real close by too.", "Sorry to see Dr. Strawter is leaving but I understand that another excellent Doctor is taking his place.", "We had quick ER service. We were in and out within an hour.", "PCH is not in my network but I chose to pay extra for the great care you receive there.", "Everyone was Johnny on the spot and took care of what I needed.", "I live in Defiance and could have had the surgery there but choose to go to Paulding because you get more individual care and everyone is so much more friendly at Paulding.", "They have always been very good with me and our kids. I always tell people how good Paulding is.", "This ER visit was absolutely amazing. It takes me longer at the grocery store!"

Some things that they do think we could improve on include, "More variety on the breakfast menu.", "Make sure you let the patient know what you are doing at all times.", "One thing I didn't like was the noise in the hallways at night." "Dietary- need more kid friendly choices."

Employees who were recognized by name by patients in the last month are: Greg Parrett, Allison from PT, Beth Scheiner, Chris Clevenger, The MRI people, Stephanie, Gina Geise, Kelly Combs, Sally Linder, Dr. Halachanova, Dr. Rafiq, Terri Meeks, Stephanie, Dr. Griesmer, Patty Cavinder, Dee Wannemacher, entire PT dept., Lori Shaw, Michelle Van Etten, Stephanie, Dr. Wukie, Michelle Meeks, Jamie Boroff, Lonnie Leverton, Teresa Breedlove, Pam Crone, Serena, Connie Vogel, Sue Reinhart, Renee, Dr. Ahmed, Dr. Spangler, Dr. Kreit, Dr. Perring (ER), Michelle, Kyle, Ben Ricker, and Lisa Nicelley.

The feedback from patients is very positive. Our patients seem to like the fact that we are calling to check on them and see how their visit to our hospital went. Keep up the good work everyone!

Congratulations

[Karla Turnwald in Pharmacy had a baby girl on Sept 9, 2009.](#)

[Baby's Name: Kathleen \(Kate\) Margaret Turnwald.](#)

[9 lbs 4oz; 20" long](#)

Other information

If anyone has feedback regarding information you'd like to see included in the newsletter, please feel free to let me know. Thank you. Melanie Rittenour, Human Resource Director, extension 127.