



# Fall 2011 Community Health

A Publication of Snoqualmie Valley Hospital District



## DriveThru Flu Shot

cover the cost of the materials used to administer the vaccine. (Children under 12 may receive their flu shot at Snoqualmie Ridge Medical Clinic at 425-396-7682)

This year, we are promoting employee vaccination for all District employees. Each employee will complete an "Individual Influenza Protection Plan" which will require consent for vaccination or wearing of a surgical mask for the entire flu season. The CDC (Center for Disease Control) has recommended annual influenza vaccination, for all healthcare workers since 1997, because influenza is a highly contagious disease that can be spread very rapidly by unvaccinated employees in healthcare facilities. Influenza protection is critical to:

- Prevent deaths
- Prevent severe illness
- Protect our patients
- Protect our families
- Protect our employees and coworkers
- Decrease absenteeism due

## Don't Let The Flu Get You Prevention Options

**S**noqualmie Valley Hospital District kicked-off the 2011-2012 influenza prevention campaign Saturday, October 1st, from 9:00 a.m. to 2:00 p.m., with a "Drive Thru Flu Shot" event, at the hospital helipad for everyone ages 12 and over. The \$30.00 fee, for non-employees, is to

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### Why did you become a volunteer for the Snoqualmie Valley Hospital District?

"I wanted to get more involved in the community and learn more about the inner works of hospitals. I'm planning on applying to nursing school next year. I am extremely confident in my career decision after my experiences here at SVHD."

- Sonja Obsvig, Volunteer



*Sue Mocker, North Bend Resident and Snoqualmie Valley Hospital District employee participates in the Drive Thru Flu Shot event held near the Snoqualmie Valley Hospital's helipad.*

*She rolled right in, rolled down her window, rolled up her sleeve and rolled away to finish her other daily activities. "It was quick and easy," Mocker said.*

CDC's Advisory Committee on Immunization Practices (ACIP) voted for "universal" flu vaccination in the U.S. to expand protection against the flu to more people.

While everyone should get a flu vaccine each flu season, it's especially important that the following groups get vaccinated either because they are at high risk of having serious flu-related

## You cannot get the flu from a flu shot.

complications or because they live with or care for people at high risk for developing flu-related complications:

1. Pregnant women
2. Children younger than five, but especially children younger than two years old
3. People 50 years of age and older
4. People of any age with certain chronic medical conditions
5. People who live in nursing homes and other long-term care facilities
6. People who live with, or care for,

those at high risk for complications from flu, including:

- a. Health care workers
- b. Household contacts of persons at high risk for complications from the flu
- c.. Household contacts and out of home caregivers of children less than 6 months of age (these children are too young to be vaccinated)

## Who Should Not Be Vaccinated

There are some people who should not get a flu vaccine without first consulting a physician. These include:

- People who have a severe allergy to chicken eggs.
- People who have had a severe reaction to an influenza vaccination.
- Children younger than 6 months of age (influenza vaccine is not approved for this age group)
- People who have a moderate-to-severe illness with a fever (they should wait until they recover to get vaccinated.)
- People with a history of Guillain-Barré Syndrome (a severe paralytic illness, also called GBS) that occurred after receiving influenza vaccine and who are not at risk for severe illness from influenza should generally not receive vaccine. Tell your doctor if you ever had Guillain-

Barré Syndrome. Your doctor will help you decide whether the vaccine is recommended for you.

## Vaccine Effectiveness

The ability of a flu vaccine to protect a person depends on the age and health status of the person getting the vaccine, and the similarity or "match" between the viruses or virus in the vaccine and those in circulation.

## Vaccine Side Effects

Different side effects can be associated with the flu shot and Live Attenuated Influenza Vaccine (LAIV).

The flu shot: The viruses in the flu shot are killed (inactivated), so you cannot get the flu from a flu shot. Some minor side effects that could occur are:

- Soreness, redness, or swelling where the shot was given

- Fever (low grade)

- Aches

If these problems occur, they begin soon after the shot and usually last 1 to 2 days. Almost all people who receive influenza vaccine have no serious problems from it. However, on rare occasions, flu vaccination can cause serious problems, such as severe allergic reactions. As of July 1, 2005, people who think that they have been injured by the flu shot can file a claim for compensation from the National Vaccine Injury Compensation Program (VICP).

## Flu Shot Local Options

Pharmacies

Senior Centers

Medical Offices

*Gretchen Price and Philip Koziol administered flu shots at the Drive Thru Flu Shot event on Saturday, October 1, 2011.*



to illness

Last year we had an employee vaccination rate of 97.9% (up from 75.5% in 2009) which was far superior to the national rate of 36 - 40%. This was due to the initiation of a new Influenza Vaccination Policy, hospital and clinic wide education and the availability of staff to administer the vaccine (at no cost to employees) during all shifts and at clinic locations.

The CDC and Washington Department of Health has recommended that everyone 6 months of age and older should receive the influenza vaccine. Vaccinations and vaccine information will be available at the hospital and at all Snoqualmie Valley Clinic locations throughout the flu season.

## When to Get Vaccinated

CDC recommends that people get

their seasonal flu vaccine as soon as vaccine becomes available in their community. Vaccination before December is best since this timing ensures that protective antibodies are in place before flu activity is typically at its highest. CDC continues to encourage people to get vaccinated throughout the flu season, which can begin as early as October and last as late as May. Over the course of the flu season, many different influenza viruses can circulate at different times and in different places. As long as flu viruses are still spreading in the community, vaccination can provide protective benefit.

## Who Should Get Vaccinated

On February 24, 2010 vaccine experts voted that everyone 6 months and older should get a flu vaccine each year starting with the 2010-2011 influenza season.

# Snoqualmie Valley Hospital District Strategic Plan 2011-2012

## Mission

Promote the health and wellbeing of people in our community by providing quality care in a collaborative environment.

Who We Are  
Why We Are Here

### Mission Related Core Values

Trust Integrity Collaboration Quality Innovation

## Vision

We will safeguard the health of our community.

Who We Become  
Where We Go

### Vision Related Strategic Focus Areas

Quality Finance Relationships Growth

The Board of Commissioners and Executive Management Team developed the Mission and Vision Statements for the District. The Mission Statement describes our core purpose and is meant to remain a stable guide for our actions for many years to come. It is supported by our core values and serves as the touchstone for the casting of our vision and development of strategies.

The Vision Statement describes our destination and is supported by our strategies in four strategic focus areas. Further planning at individual department levels has also been completed to operationally implement the 2011-2012 Strategic Plan.

## Quality

Snoqualmie Valley Hospital District uses systematic, organization-wide monitoring and analysis to identify changes that will continually improve our care and services. Quality drives reputation, assures patient safety, aids community members in selecting services, impacts reimbursements and is a foundation for growth.

### Goals

Improve the value of services by raising quality and minimizing costs

Increase the use of best practices by developing and adhering to formalized policies and procedures

Educate staff and flex staffing resources to support growth

Bring management and quality up to new hospital levels before the move to the new hospital

Use new technology to improve patient quality and reduce operational costs

Take maximum advantage of SharePoint to improve communication within and across departments

Encourage staff to bring ideas for improvement forward for consideration

### Strategies

All departments will complete a Process Improvement cycle on three quality improvement projects

Implement a satisfaction survey and follow up program for patients

Customize reporting from Safety Zone to become a learning tool for staff and department leaders

Develop recognition system to identify Quality Improvement successes

Implement and track competency training and education

## Growth

Serve more residents of our district and enhance the maturation of the organization. This growth will allow SVHD to promote the health and wellbeing of our citizens as we respond to the growth and changing needs of the community. Growth and maturation of the organization contributes to efficiency, innovation and stability.

### Goals

Adopt new technologies that improve care, encourage innovation and promote growth

Diversify our revenue sources with new services and referral sources

Improve our ability to recruit and retain employees

Improve clinical data connectivity

Revise our marketing plans to take advantage of the visibility of the new hospital to promote new and expanded services

Maximize market share growth opportunities presented by the new hospital

### Strategies

Choose new service lines that contribute to growth and profitability

Expand participation in job fairs and outreach

Expand services to include telemedicine capability

Explore other specialty care niches

## Relationships

To form, nurture and sustain mutually beneficial relationships built on trust and open communication in order to achieve our mission. Healthcare is all about building relationships; it is the foundation upon which our mission of providing quality care in a collaborative environment rests.

### Goals

Use the new hospital to promote the value of relationships with SVHD

Increase outreach within our community and across communities in our state

Maintain our organizational independence

Make connections that further the growth of our Critical Access Hospital programs

Help residents understand the value delivered to them by the District

Improve the education and training of new healthcare workers

### Strategies

Build relationships with Skilled Nursing Facilities (SNF) in the area

Build and enhance the relationship with the Snoqualmie Indian Tribe

Build relationships with area tertiary care providers

Improve communication with district residents.

Build relationship with other Swing Bed providers in the state

Establish relationships with colleges and universities to train new healthcare workers

## Finance

A healthy financial position is essential for the District to fulfill its mission of providing quality healthcare to members of our community. Sufficient capital, positive cash flow and positive operating margins will allow the District to grow and invest in service lines that meet the community's needs.

### Goals

Decouple cash variations from cash needs by gaining access to short-term sources of capital

Continue to drive financial awareness and responsibility throughout the organization

Continue to develop long-term sources of capital to meet long-term financial needs

Generate consistent and sustainable positive cash flow from operations

### Strategies

Complete plan for funding the new hospital

Grow working capital to 60 days worth of expense

Build manager and director level financial management skills and responsibility

Implement revenue cycle management program

Evaluate in-house vs. outsourcing opportunities



Sketch of the new hospital looking towards the northwest. The new, almost 9-acre site was purchased several years ago and grading work is almost complete. The site is located within the City of Snoqualmie, close to the Snoqualmie Parkway exit from I-90.



**Top:** Fritz Ribary, Marketing & Communications manager, welcomes everyone to the Employee Appreciation Picnic at Fisher Creek Park on Snoqualmie Ridge.  
**Left:** District staff and invited guests huddle under the tent which represents where the front entrance of the hospital will be located.  
**Right:** Hospital District employees Elizabeth Fuchs and Patrick Washburn place stones outlining the future hospital perimeter.

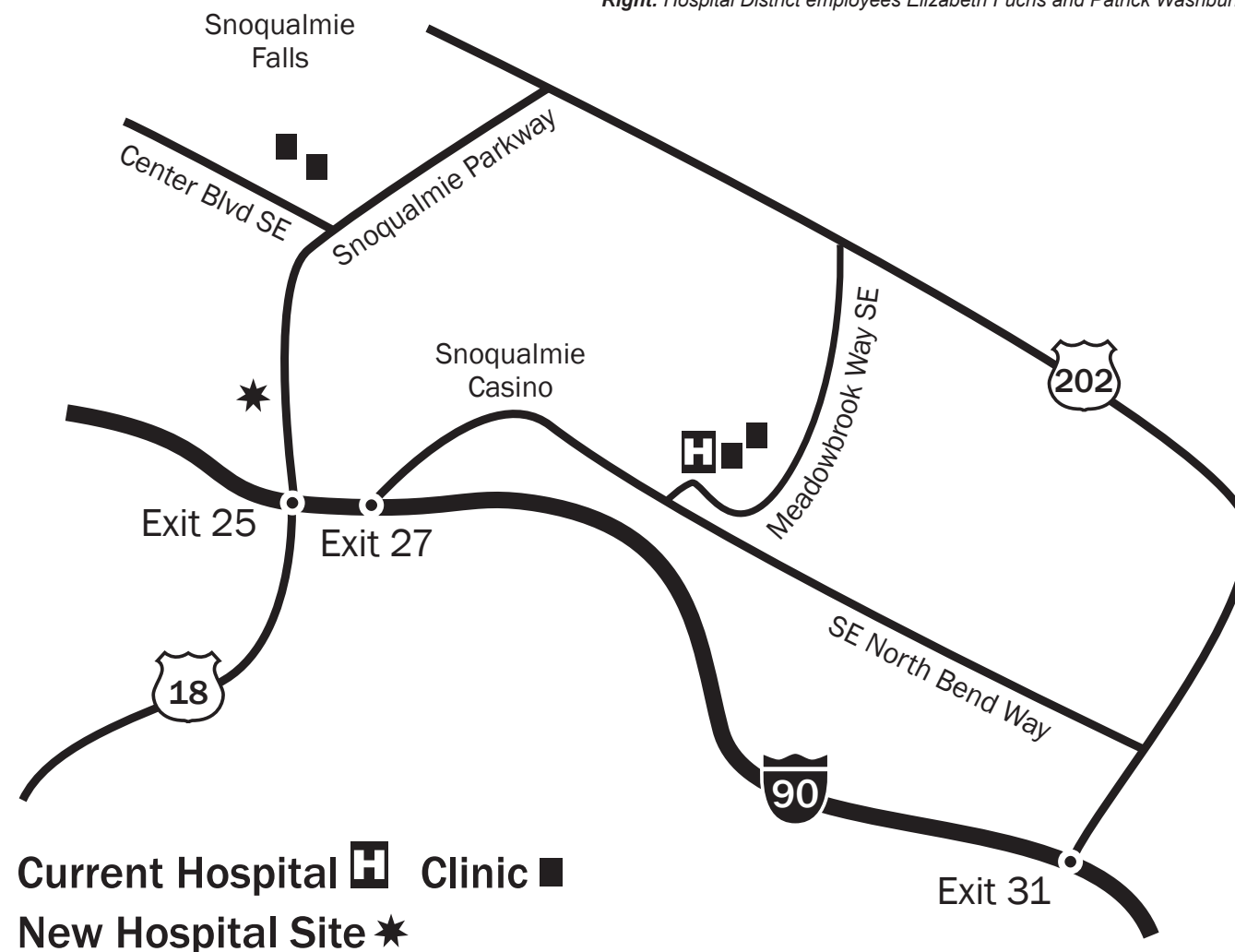
# Pre-Ground Breaking and Employee Picnic

"The natural surrounding of the hospital is beautiful. I enjoyed seeing so many families at the picnic. Thank you so much to the foundation for the great food and to administration for planning the event."  
 -Elizabeth Fuchs

"Seeing the actual site – where the front door would be, the parking lot, the view – made it that much more of a reality. I am so excited by how quickly the whole process is moving."  
 -Heidi Gerber

"It was every so jolly! I really had a great time. Love the location of the hospital site and the location for the picnic was well chosen. Easy parking, restrooms, cover for the food, etc."  
 -Carol Waters

**R**ain and shine was the weather experience of the day. Approximately 80 employees, family members and invited guests attended the event. The new hospital site is located on SE 99th Street, near Snoqualmie Parkway & I-90. Stones were placed by employees marking the hospital footprint as a symbol that the foundation of our organization is our employees. Following was the Employee Appreciation Picnic held at Fisher Creek Park at Snoqualmie Parkway. Our hospital foundation provided a BBQ for all guests.



# New Hospital

The new Snoqualmie Valley Hospital facility will feature expanded facilities for inpatients and outpatients including:

- » Attractive, single-occupancy inpatient rooms.
- » Expanded emergency, radiology, physical therapy and clinic facilities
- » Energy efficient, environmentally responsible design
- » Education facilities and meeting rooms
- » All spaces compliant with new and updated state hospital regulations
- » The process of planning and designing the new building is well underway. The hospital expects to occupy the new facility in late 2013.



Left to Right: Elizabeth Fuchs, Candy Naderi, and Ron Bennet scored exceptionally high on the survey conducted by the State Board of Pharmacy on August 10, 2011.

## Shinning Success By Ron Bennett, Pharmacy Director

**O**n August 10th the State Board of Pharmacy arrived at Snoqualmie Valley Hospital to conduct a very detailed pharmacy survey. The exhaustive, two-day inspection included a review of all pharmacy related activities both in and out of the department including policies and procedures; nursing unit inspections; quality

projects, Med-Dispense records, controlled substances inventories, drug security, and many more. I am proud to announce that once again pharmacy was given an excellent score, 96 out of 100. This score is

### Pharmacy was given an excellent score, 96 out of 100.

particularly impressive as, according to the surveyor, a score of 100 is impossible to obtain. Although very proud of the high marks from the State, the pharmacy team realizes that improving quality doesn't stop.

The pharmacy team will continue to work hard each day to provide excellent patient care and customer service.

The pharmacy department would like to thank those of you who helped in this success:

- Housekeeping for doing such a great job of keeping the pharmacy clean and clutter free
- Accounts Payable for stellar record keeping
- The nursing staff that keep the units in constant survey readiness
- The ED Staff
- The Senior Exec Team
- Last, but certainly not least, the pharmacy staff for their dedication and commitment to the patients and the customers we serve. Their hard work keeps the department in constant survey readiness. For that, they deserve the lion's share of the credit for our excellent score.

## More than just Charts Pharmacy Internship

Kimberly Harper, PharmD Candidate, Class 2012  
Creighton University, School of Pharmacy and Health Professions

**W**hen my hospital rotation was confirmed at Snoqualmie Valley Hospital (SVH), I was not sure what to expect based on its size. From my first day, I knew the experience at SVH was going to be incredible. The pharmacists (Ron, Candy, Liz, and Natalie) were all very passionate about their jobs and teaching. The small size of the hospital meant that I was able to see, experience, and do everything the pharmacists do on a daily basis – medication entry and reconciliation, patient counseling, medication dosing, tracking, preparation, dispensing, etc – at a pace that was conducive to learning.

### These experiences helped me see beyond the two dimensional patient chart

Ron set me up with nurses, Kathy and Patricia, to shadow for a morning to see how medications are administered and how healthcare professionals interact compassionately with their patients. A second afternoon was spent with Dr. Sindorf, learning about psychiatric issues and medications. These experiences helped me see beyond the two dimensional patient chart and left me with a great appreciation for the difference healthcare professionals can make in people's lives.

The treatment team meetings highlighted how all the different healthcare disciplines work together to develop a unified patient treatment plan. The dietician, therapists, physicians, nurses, and social workers all brought important and varied pieces of information to the table that ultimately helped direct the patient's treatment plan.

Ultimately, the smaller size of SVH turned out to be a real asset to my training as it allowed me a wide breadth of experiences with compassionate and knowledgeable staff. The lessons I learned at SVH will form a solid basis for my future in pharmacy. Thank you to every one who helped make my five weeks at SVH such an enjoyable and rewarding learning experience.



Kimberly Harper, Pharmacy Intern

#### Internships / Externships

The Snoqualmie Valley Hospital District has contracts with many of the surrounding colleges including Bellevue College, Everest College and Renton Technical College. Philip Koziol, Senior Care Services Manager is our Internship/ Externship contact. He states, "We are part of the Department of Labor's Community-Based Job Training Grant at the Health Science, Education & Wellness Institute, Bellevue College. This grant is designed to build the capacity of community colleges to train workers to develop skills required to succeed in high growth and high demand industries. We are focused on health care careers and provide externships to area community colleges for nursing, Hospital Unit Coordinator and laboratory services."

Philip Koziol | philipk@snoqualmiehospital.org  
425.831.2300 ext. 326



Above: Beth Marsh, Administrator for Mount Si Transitional Health Center and Holly Lippert Snoqualmie Valley Hospital District volunteer serve the residents at Mount Si Transitional Health Center at their picnic event.

Right: Residents of the Mount Si Transitional Health Center enjoy the weather after eating their picnic meal. Jessica Graves (maroon vest) enjoys and is passionate in serving the senior population of our Valley.



## Picnic In The Park

By Sue Mocker

Thank you Hospital District volunteers for assisting with the Mt. Si Transitional Health Center picnic on Friday, August 26th. (Sonja Opsvig, Dominick Canady, Donna Childress, Holly Lippert, Vachi Baum, Cheryl Carlson, Jessica Graves, Jack Rasmussen)

Carol Waters, Volunteer Coordinator, facilitated putting together a team of volunteers to help with an outdoor picnic for the residents at Mt. Si Transitional Health Center in North Bend. After talking with Beth Marsh, the administrator of the building, and finding out the need for help with

providing extra sets of hands to help with this first time event, Carol was able to draw in a team of helpers.

The volunteers were accompanied by Sue Mocker, our Hospital Programs Coordinator. Volunteers worked with the staff to organize the tables, chairs and umbrellas for shade for the residents to attend a picnic in the park right across the street from their home. A good time was had by all and the food

### Joy was seen on all faces.

was great! It was National Hot Dog day, so with that in mind, the hot dogs were the main meal grilled to perfection along with side dishes and a yummy dessert. It was great to get to know the residents and the staff. Everyone worked together for the benefit of the residents we all served. Joy was seen on all faces.

Sonja mentioned at the end of the day after helping move the tables and chairs back to the building, how rewarding the whole experience was for her. A big thank you to all of our volunteers who joined us that day as well as Mt. Si Transitional for allowing us the privilege to join in the "family."

### SVHD Volunteer

Volunteers are essential for the Snoqualmie Valley Hospital District. As our Goodwill Ambassadors our adult and student volunteers provide greatly needed assistance to patients, families and the community. Volunteers embody our mission to serve our guests, families, and staff with respect, sensitivity and excellence of service.

Carol Waters, Volunteer Coordinator  
carolw@snoqualmiehospital.org

Become a volunteer!

# One Step At A Time

"The Snoqualmie Valley Hospital Foundation recently approved funding of a new piece of patient care equipment for the hospital. A new treadmill for the Outpatient Rehabilitation program has been delivered to the hospital thanks to generous donations to our Foundation. The treadmill adds a critical component to the Outpatient Rehabilitation program allowing for improved gait analysis and guided walking. Its multiple-mode functions allow for a variety of customized walking sessions for our patients," described Tom Parker, Chief Operating Officer.

## The Snoqualmie Valley Hospital Foundation

Their mission statement is to advocate, educate and raise resources to strengthen and support the Snoqualmie Valley Hospital District and the health of our community.

Tim Huber, Physical Therapist and Kim Arellano, Foundation Executive Director presenting the new outpatient treadmill in the Outpatient Rehab Clinic located inside Snoqualmie Valley Hospital.

"From the day of its arrival, our new treadmill has been in constant use. I especially appreciate the ability we now have to better evaluate and treat patients with neurological impairments."

- Tim Huber MSPT

"The treadmill has been invaluable in helping me to retrain patients in how to walk again. I used to have to advance their leg into the correct position by crawling on the floor next to them. Now I am able to sit and let the treadmill do the leg advancement while I correct their foot and leg position. I am also able to increase their pace without causing them to be fearful of falling. I am very pleased to have this tool and my patients are making steady improvements in their walking ability."

-Kris Cernak, PT

### What we do:

- Support health & well-being in our Valley
- Support youth through funding healthcare career scholarships
- Support patients who have needs of a special or critical nature
- Support employees through funding dependent child scholarships

Boo Boo Beary Healthy Bear Educational program that teaches children the new FDA Food Recommendations, Immunization recommendations and overall healthy living.

Lunch & Learn Sponsors the Lunch & Lunch in partnership with the Hospital District.

### Program Examples:

Capital Purchase Program (Example: Purchased New Outpatient Treadmill)

Purchasing equipment to improve the lives of employees and patients.

Affordable Access Voucher Program Providing no/low cost primary care services for eligible individuals

Share Your Voice (Question of the Week)

The Foundation sponsors the \$10 coffee card prize.

Our Foundation is a Washington non-profit 501(c)(3). Donations are tax-deductible. E-mail Kim Arellano, Executive Director for ideas or questions: Foundation@snoqualmiehospital.org





## Join Us At The Next Lunch & Learn

Snoqualmie Valley Hospital hosts educational speakers the first Thursday of every month. This is open to the community, but space is limited.

**Thursday, November 3, 2011  
12-1pm**

**Required RSVP:**  
LunchandLearn@  
snoqualmiehospital.org



## AFFORDABLE ACCESS

Affordable Access offers primary care services for a low monthly fee. Members may be seen for routine care such as yearly exams, chronic disease management and in-office procedures. Members are able to establish an ongoing relationship with a medical provider, which is a key aspect of a healthy lifestyle. Same- or next-day appointments are available for injuries and illnesses.

### **\$30 per member per month**

Members also pay a one-time setup fee of \$45 and \$5 per visit. This service is not limited by income, geography or pre-existing conditions. Membership fees may be paid for by family, friends or employers. Service is available at Snoqualmie Ridge Medical Clinic. For more information, drop by for an enrollment packet, call Affordable Access at (425) 831-3430 or e-mail [affordableaccess@snoqualmiehospital.org](mailto:affordableaccess@snoqualmiehospital.org).

**Location of Service:**  
Snoqualmie Ridge Medical Clinic  
35020 SE Kinsey St.  
Snoqualmie, WA 98065

Affordable Access is not an insurance plan. It provides for primary care services only and makes no provision for emergency or specialty care.

SNOQUALMIE VALLEY  
HOSPITAL DISTRICT

[www.snoqualmiehospital.org](http://www.snoqualmiehospital.org)

**Snoqualmie Valley  
Hospital**

9575 Ethan Wade Way S.E.  
Snoqualmie, WA 98065  
425.831.2300

**Snoqualmie Ridge  
Medical Clinic**

35020 S.E. Kinsey St.  
Snoqualmie  
425.396.7682

**Snoqualmie Ridge  
Women's Clinic**

7726 Center Blvd. S.E.  
Suite 230  
Snoqualmie  
425.831.1120

**Snoqualmie  
Specialty Clinic**

9450 Ethan Wade  
Way S.E.  
Snoqualmie  
425.831.2313

**Primary Care  
Clinic at SVH**

9575 Ethan Wade  
Way S.E.  
Snoqualmie  
425.831.2333