
**NATIONAL
TOP 20**

Critical Access Hospital

QUALITY

2013

SNOQUALMIE VALLEY HOSPITAL DISTRICT



New Hospital
Opening Early 2015

SNOQUALMIE VALLEY HOSPITAL DISTRICT

Recovery Planning

Following a surgery, illness or injury.

What is your
recovery plan if
you have hip or
knee surgery?

What is your
recovery plan if
you have a stroke?

What is your
recovery plan if
you have a serious
car accident?



Swing Bed Program

Post-Acute Rehabilitation
 Snoqualmie Valley Hospital

What is your
recovery plan
if you have
heart surgery?

What is your recovery
plan if you are too
weak to go home after
your hospitalization?

What is your
recovery plan if
you have a
complex wound?

Referrals & Tours

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Swing Bed Program Manager
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Kathi Pettit, RN, BSN
Swing Bed Intake Specialist
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Higher Level of Care Top Patient Referral Indicators

- Recent Surgery
- Respiratory Infections
- High Flow Oxygen
- BiPAP or CPAP
- Complex Wounds and Grafts
- Wound Vac Management
- Blood Administration
- Hemodialysis
- Central Lines Placement & Management
- TPN, PEG and NG Feeding
- Transportation from Referring Hospital
- Family & Caregiver Training
- A Resident of Snoqualmie Valley Area

Snoqualmie Valley Hospital Swing Bed Program Top 10 Ways We Differ From A Skilled Nursing Facility

1. Physicians in the hospital 24/7.
2. All the benefits of a hospital including Lab Services, Medical Imaging and Pharmacy.
3. Specialists available for consultation including a Psychiatrist specializing in Physical Medicine and Rehabilitation and Sports Medicine.
4. Licensed social workers available seven days a week.
5. One nurse for every five patients on average.
6. Complex wound care with certified RN.
7. Physical, occupational, speech and recreational therapy offered without time limitation to speed patient recovery.
8. Program includes home safety evaluations, animal assisted therapy and horticulture therapy.
9. Community reintegration and family or caregiver training when patients are ready for discharge.
10. Transportation to and from medical appointments outside the hospital. Clinical staff accompanies the patient.



Hospitalist

Board-Certified and
On-site Everyday



Kim Witkop, MD
Virginia Mason
*American Board of
Internal Medicine*



Afshin Bidari, MD
Case Western
*American Board of
Internal Medicine*



Noel Johnson, DO
Cleveland Clinic/UW
*American Board of
Internal Medicine*



Dharendra Kumar, MD
University of Maryland
*American Board of
Family Medicine*

Snoqualmie Valley Hospital Swing Bed Program

SNOQUALMIE VALLEY
HOSPITAL DISTRICT

National Top 20 Hospital

Snoqualmie Valley Hospital was recognized as a Top 20 Critical Access Hospital for quality of care by the National Rural Health Association in 2013.

Swing Bed Program Description

Following a hospital stay related to surgery, illness or injury, some patients require further care to reach an optimal level of strength and wellness to safely return to their home or residential facility. The Swing Bed Program helps patients achieve this goal through hospital-based skilled nursing care.

We are one of the only hospitals in the Puget Sound region with Critical Access Hospital status, allowing us to provide skilled nursing care within a hospital setting. The benefit to patients is that our beds may be used for either acute or skilled nursing care as needed, allowing patients to “swing” from one level of care to the other.

Quality Nursing Care

Our highly-skilled nurses help patients recover their optimal health and functioning while providing compassionate care and personal attention. Our nurse-to-patient ratio of one nurse for every five patients (on average) ensures a high level of care and improved patient outcomes. Nurses also work with acute care patients and provide cardiac monitoring, complex wound management, IV infusion, blood administration, patient controlled analgesia, total parenteral nutrition and central line management.

Exceptional Rehabilitation Services

Rehabilitation plays an essential role in a successful and safe recovery. We provide full-service therapy with a highly-skilled staff. Rehabilitation services are tailored to individual patient needs and include physical, occupational, speech and recreational therapy. Additional services that may be offered to enhance recovery are modified barium swallow studies, therapeutic community outings, home safety evaluations, animal assisted therapy, horticulture therapy and community reintegration.

Social Workers

Licensed social workers are available to patients and families seven days a week. A social worker may coordinate a patient-family conference with members of the medical care team to discuss patient status and next steps.

Basic Admission Qualifications

1. Skilled nursing or skilled physical rehabilitative therapies are needed daily
2. Three overnight stays in an acute care hospital within the past 30 days
3. The care needed relates to the reason for the acute care hospital stay

Transfer Process

We look forward to serving you and your family. To choose the Snoqualmie Valley Hospital Swing Bed Program, ask your discharge planner to coordinate your transfer. You may also give them the Swing Bed postcard to indicate your choice. Let us help you make a rapid transition back to independent living.

Tours & Eligibility (425) 831-3401 Fax (425) 831-2369 www.SVHD4.org

Swing Bed Program

Rehabilitation Therapists

Lauren Sheehan, OTD, OTR/L - Occupational Therapy



Lauren, Rehabilitation Director and Occupational Therapist, graduated from the Doctor of Occupational Therapy program at Creighton University in Omaha, NE in 2007. Her background is serving patients with neurological deficits, including those who have experienced brain injuries, spinal cord injuries and strokes. She enjoys working with individuals who have experienced visual changes, assisting with wheelchair seating and positioning and assessing pre-driving skills. Her hobbies include traveling, singing and exploring with her husband and their two miniature schnauzers, Barrett and Sullivan.

Elizabeth L. OTR/L - Occupational Therapy



Elizabeth earned her degree in Occupational Therapy at Boston University. She began her career in traumatic brain injury rehabilitation in 1982. Throughout her career, she has worked in a wide range of settings and with patients of every age. She has a special interest in neurological conditions. She recently moved to the area from Colorado where she volunteered in cycling advocacy, horticulture, science writing and digital design.

Susan L. OTA - Occupational Therapy



Susan graduated in 2003 from the Green River Community College Occupational Therapy Assistant program. She specializes in working with older adults with an emphasis on addressing issues related to vision deficits. Susan has a passion to help older adults continue to safely live in their home or apartment by assessing their homes and recommending modifications to help ensure safety and fall prevention after discharge. Her treatment focus is patient-centered to ensure patients reach their goals of returning to the activities that are most important to them. She enjoys her grandchildren, hiking, and running, as well as her role as the pianist for a choral group that performs at nursing and retirement facilities.

Janna S. OT/L - Occupational Therapy



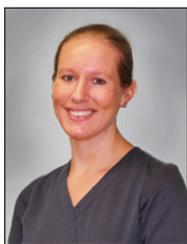
Janna graduated from Eastern Washington University with a Bachelor of Science degree in Occupational Therapy. She has been an Occupational Therapist since 2004 and was the Director of Rehabilitation Services at Snoqualmie Valley Hospital for two years. She has a special interest in neurological disorders and working with older adults with a focus on patients' goals to return home at their highest possible level of independence. She enjoys spending time with family and friends and outdoor recreation.

Carolyn N. CNA - Rehabilitation Aide



Carolyn brings many years of certified experience in the medical field to her job. She values and respects each patient and assists with their therapy goals in a professional and compassionate manner. She strives to help patients reach their goals in a way that is both enjoyable and productive. Carolyn enjoys boating with her husband, traveling and spending time with family and friends.

Kate H. PT, CLT-LANA - Physical Therapy



Kate received her Doctorate in Physical Therapy from the University of Michigan in 2008. She began her career by traveling the U.S. and taking short-term assignments and gaining experience in various settings before settling in Washington. She has a special interest in neurological disorders and lymphedema management. She places an emphasis on getting to know her patients and working to meet their personal therapeutic goals that achieve functional outcomes. She enjoys spending time with family and friends, baking, eating what she bakes and taking road trips.

Amanda S. PTA, LMP - Physical Therapy



Amanda earned her Associates Degree in Physical Therapy from Macomb Community College and obtained her Massage License from Ananda Massage School. Her career began as a “traveling therapist,” allowing her the opportunity to work her way across the U.S. in various settings such as acute cardio-pulmonary recovery, pediatric and adult neuro/physical rehabilitation and outpatient orthopedic physical therapy before settling in the Seattle area. She is passionate about helping others achieve greater mobility with decreased musculoskeletal pain by blending advanced John Barnes Myofascial Release techniques with functional exercise, stretching and postural awareness. She enjoys snowboarding, hiking and exercising with her aspiring animal assisted therapy dog, Sprite.

Yvette A. MS, CCC-SLP - Speech-Language Pathology



Yvette earned a Bachelor of Science degree in Speech and Hearing Sciences from the University of Oregon in 1990 and a Master of Science degree in Speech and Hearing Sciences from the University of Washington in 1992. Her experience includes working with adult and geriatric neurogenic patients in acute care, acute rehab, sub-acute rehab, outpatient and skilled nursing. She specializes in the evaluation and treatment of aphasia (*difficulty expressing and understanding language*), apraxia of speech (*difficulty with motor planning to form words*), dysphagia (*difficulty swallowing*), and dysarthria/cognitive impairments related to right hemisphere syndrome, traumatic brain injuries and dementia. She values a team approach to rehab, including physical and occupational therapy, therapeutic recreation, social work, nursing care and family. Her goals during treatment are to maintain or improve quality of life and to facilitate independence in communication and cognition. She enjoys running, skiing, watching her girls swim and play soccer and spending time with her family and friends.

Britney V. MA, CCC-SLP - Speech-Language Pathology



Britney is a Certified Speech-Language Pathologist who graduated with a Master’s degree from Idaho State University. She has worked at Snoqualmie Valley Hospital since 2011 and enjoys the patient-focused and community oriented work environment. Her background includes serving patients with communication, cognition, swallowing and voice deficits resulting from stroke, traumatic or anoxic brain injury. Her passion is working with post-stroke patients to improve their communication and swallowing abilities. She has a specialty certification in VitalStim® therapy for patients with dysphagia to improve their swallowing in order to advance their diets and nutritional status. Her goal is to help patients improve their communicative skills in order to express their ideas, wants and needs. She grew up in Montana and now lives in North Bend with her husband. She enjoys all the recreation opportunities of the Pacific Northwest.

Brienne C. CTRS/R - Recreational Therapy



Brienne has been a Certified Therapeutic Recreation Specialist within a clinical setting since 2000. She specializes in spinal cord injuries, brain injuries and post-stroke physical rehabilitation. She graduated from the University of Iowa with a Bachelor of Science degree in Therapeutic Recreation and completed her internship at Moss Rehab Hospital in Philadelphia. Before coming to Snoqualmie Valley Hospital, Brienne was a Recreational Therapist / Director at the Rehabilitation Institute of Chicago, where she discovered the unique healing power of Animal Assisted Therapy. She also conducted research and published articles in the American Journal of Recreational Therapy and the Clinical Journal of Pain. She is dedicated to assisting patients in achieving their recreation goals and to help them attain the highest quality of life. Her passion is educating others on community reintegration, training individuals about adaptive equipment and facilitating the Animal Assisted Therapy program. She enjoys playing the guitar, snowboarding, hiking and rooting for the Chicago Bears.

Nola K. CTRS/R - Recreational Therapy



Nola has over 30 years of experience as a Certified Therapeutic Recreation Specialist. She graduated from the University of Maryland with a Bachelor of Science degree in Therapeutic Recreation. Her experience includes sub-acute care, inpatient rehabilitation, geropsychiatry, and inpatient psychiatry. She has also worked in an adult day health program and a skilled nursing facility. Nola specializes in aquatic therapy and working with dementia patients. She has been published in Parks and Recreation and Outdoors NW and has spoken at local and national conferences. Her goal is to assist her patients in achieving their highest potential so they may continue to participate in leisure activities. She enjoys outdoor adventures such as traveling, hiking, boating, skiing, snowshoeing, canyoneering, camping and gardening. She also enjoys reading, playing games and baking.

Kay V. CNA - Activities Coordinator



Kay began her career as a Certified Nursing Assistant (CNA) in 1979 where she began working at North Bend Nursing Home (*now Mt. Si Transitional Health Center*). During her nursing career, she also worked at Gardens At Issaquah and Providence Marionwood. She began working at Snoqualmie Valley Hospital in 2006 as a CNA. She is now the Activities Coordinator, where she coordinates programs to help patients increase socialization, promote health and encourage creative expression, including card making and a variety of arts and crafts. She enjoys camping, fishing, painting, arts and crafts and spending time with her family and pets.

Welcome Guide

Swing Bed Program

SNOQUALMIE VALLEY
HOSPITAL DISTRICT



Premier Regional Post-Acute Rehabilitation & Nursing



Thank you for choosing Snoqualmie Valley Hospital. We received national recognition as a Top 20 Critical Access Hospital in quality by the National Rural Health Association. We will serve you with uncompromising quality of care to help you recover and regain your strength.

Transportation

Transportation to our hospital is arranged by the discharging hospital and our staff.

If you have appointments with your doctors & specialists outside the hospital, we provide complimentary transportation and staff to accompany you.

(A family member or friend may join too.)

Visitors

Your family and friends will check in and out at the front reception desk and receive a Visitor Badge. Visiting hours are 8am to 8pm everyday.

(Special visiting times may be arranged with our nursing staff.)

Food Gifts

Please check with a nurse before consuming food or drink that may be brought to you by family or friends in order to ensure that it does not conflict with your medications and dietary plan.

Parking

Free parking is available for all visitors & guests.

Items to Bring

- Clothing: 3-4 outfits plus sleepwear. We encourage family to launder your clothing on a regular basis.
- A sturdy pair of shoes for exercises as well as slippers or other lounging footwear.
- We provide needed hygiene items. You may bring personal items for your convenience.

Your Care Team

Your team includes you, the hospitalist, nursing staff, a social worker, pharmacists, rehabilitation therapists, and our dietician. Different colored uniforms are worn to identify your team members.

Uniform Colors

- Hospitalist & Pharmacy Staff - White Coats
- Nurse - Wine Burgundy
- Certified Nursing Assistant - Navy Blue
- Rehabilitation Therapist - Gray
- Health Unit Coordinator - Navy Blue
- Housekeeping/Facilities - Green/Blue
- Medical Imaging - Light Blue
- Lab Services - Royal Blue
- Dietary Services - White Button-Up Shirts
- Volunteer Services - Maroon Vests



Hospitalists

Our board-certified physicians (hospitalists) review each Swing Bed patient's progress daily and consult with the patient weekly, or more often as needed. The hospitalists may also request consultations with other specialists.

(Hospitalists rotate approximately every two weeks.)

Nursing Staff

Our nursing staff provides daily care for each person in our Swing Bed Program.

Daily Wellness Checks

Nursing staff will check you periodically and through the night to evaluate your vital signs such as blood pressure.

Day and Night Shift Changes

Shift changes occur at 7am and 7pm every day. Your healthcare information will be shared with the incoming staff to ensure continuity of quality care.

Call For Assistance

Please press the bedside call button if you need assistance or have questions. Our nursing staff will quickly respond.

Please Note

We appreciate family and visitors using the public restrooms provided on the main and lower level of the hospital instead of the patient room restrooms. Thank you.

Pharmacists

Our clinical pharmacists monitor your medications daily and are available to answer your questions and provide education.

Medication Safety

Our pharmacists work closely with our hospitalists and nursing staff to ensure medication safety. Prior to receiving each medication, you will be asked your name and birthdate. Your ID band will then be scanned using a bar-code reader followed by your bar-coded medication. This ensures that you are receiving the right medication at the right time.

Please Note

Our staff will be asking you to state your name and birthdate often. Be assured we have not forgotten who you are, but we are following best practices to ensure the quality and safety of your recovery.

Dietician

Our licensed dietician will complete an evaluation to determine your nutritional needs. The dietician also monitors your progress, makes dietary recommendations and provides nutrition education.

Meals

You will receive a weekly menu from which to choose your meals. Meal times are:

Breakfast - 8:30am

Lunch - 12:30pm

Dinner - 5:30pm

We encourage you to eat meals in the Day Room. The Day Room is a great place to meet other patients and visit with your family and friends.

(See map on the back of this guide for location.)

Hospital Cafe Hours

Our cafe is open everyday from 7:30am to 6:00pm. Family and friends are welcome to dine in our Cafe, which is located on the lower level of the hospital.

(Accessible by stairs or elevator. See map.)

Rehabilitation Therapists

Depending on your needs, you may be evaluated by different therapists over the first few days of your stay. Your schedule is recorded on the large scheduling board near the nurse station. (See map) You will receive a written copy of your schedule daily. Your therapies will take place between the hours of 7:30am and 4:00pm.

Occupational Therapy (OT)

Goals to increase your independence with self care activities will be established with your therapist. These may include bathing, dressing and grooming as well as other meaningful tasks. Your home environment may be assessed for safety and modifications as recommended to help you transition with confidence.

Physical Therapy (PT)

You will gain strength and endurance to increase your safety and independence with mobility through a variety of activities, including core and lower extremity strengthening, balance training and manual therapy for pain relief.

Recreational Therapy (TR)

Your therapist will establish goals with you to assist you in returning to previous leisure interests. This may include trips into the community to practice your skills as you gain strength.

A 4-hour pass to practice additional skills with family and/or friends outside the hospital may be offered to you.

Speech Therapy (SLP)

If you have experienced changes in your thinking, speaking or swallowing abilities, we will work with you to develop strategies for daily activities. These may include daily tasks such as managing your medications successfully.

Restorative Program

After meeting your rehabilitation goals, a Rehab Aide is available to help you maintain your skills while you continue to recover.



Social Worker

Upon your arrival, you will be assigned a social worker who will meet with you and your family throughout your stay. Your social worker may coordinate a patient-family conference with members of your treatment team to discuss your progress and to help anticipate your needs upon discharge.

We provide support and work with you and your family to develop a discharge plan that allows a safe transition back into the community. You will receive post-discharge phone calls from both our hospital and from HealthStream® to confirm a smooth transition home and to do a Medicare mandated satisfaction survey.

Special Programs

Pet Visitation

Your dog is welcome to visit. Please present current vaccination records to the registration desk, have your dog on a leash at all times, and assure that your pet is well-behaved.

Animal Assisted Therapy

Using animals as a form of patient treatment offers benefits beyond traditional therapies and allows therapists to use the animal to help target your goals.

Please Note

As you progress toward recovery, you may have the opportunity to move about outside the hospital building. For your safety, you may be requested to do so only with an escort until you are strong enough to move independently.

Activity Program

You will have the opportunity to participate in various social activities offered during your stay. We welcome your suggestions for activities you might enjoy.



Snoqualmie Valley Hospital

Floor Plan



Contact Numbers

Hospital Main Line
425.831.2300

Nurse Station
425.831.2311

Swing Bed Referrals
425.831.3401

Social Work Office
425.831.2398

Visit us online today: www.SVHD4.org

Setting a new Patient Safety Standard with germ-zapping Xenex robot

Hospitals across the nation are looking for new and innovative ways to battle deadly, drug-resistant organisms that put patients at risk. Snoqualmie Valley Hospital has taken strides against hospital acquired infections with the installation of the germ-zapping robot that eliminates hard-to-kill bugs in hard-to-clean places. It is the first hospital in Washington State to implement the Xenex system.

The Xenex robot uses pulsed xenon ultraviolet (UVC) light that is 25,000 times more powerful than sunlight to destroy harmful bacteria, viruses, fungi and even bacterial spores. The light fractures the walls of these microorganisms and kills bacteria, viruses and spores without any contact or chemicals. The system is effective against the most dangerous pathogens, including *Clostridium difficile* (C. diff), norovirus, influenza, and staph bacteria, including Methicillin-resistant *Staphylococcus aureus*, better known as MRSA. It's the fastest and most powerful technology available.

"By using this room disinfection device, we assure patients, visitors and staff that we have adopted the latest technology available in order to protect them from hospital acquired infections," Tom Parker, the Chief Operating Officer for Snoqualmie Valley Hospital, said.



Because the Xenex robot uses UV light, it is able to reach every surface in the room without leaving a chemical residue. Each treatment takes about 5 minutes. To disinfect a room after standard cleaning procedures are complete, a hospital team member wheels the Xenex robot into the room, positions it beside the bed, begins the automated sequence and then

First Hospital in Washington State to use Xenex system.

leaves the room. A sign is placed outside the room warning people not to enter while the robot is in operation, and a motion sensor on the robot automatically shuts off the machine if anyone should enter. The easily portable Xenex robot is used daily in patient and procedure rooms, public restrooms and other areas of the hospital.

"We are going above and beyond to protect patients who come to us to rehabilitate and recover," Jeannie Fessenden RN, manager of the Swing Bed program, said. "Our aim is to discharge them without having acquired another illness while with us. Our low hospital acquired infection rates reflect our efforts."



Ticket to Visit Program at Snoqualmie Valley Hospital

Swing Bed Program

The Swing Bed Program at Snoqualmie Valley Hospital is the premier regional post-acute rehabilitation and nursing program.

Hospital-Based Skilled Nursing Care and Rehabilitation

Our unique program offers skilled nursing care with the added benefit of all the amenities and services of a hospital. These include access to medical doctors 24/7, a one nurse to five patient ratio and a robust rehabilitation department with 12 therapists and staff to help you recover faster. Your care team also includes pharmacists, a dietician, an infection control nurse and social workers.

Top 20 Hospital

Snoqualmie Valley Hospital was recognized as a Top 20 Critical Access Hospital in quality for 2013 by the National Rural Health Association. The hospital was recognized for outstanding quality out of over 1,300 Critical Access Hospitals in the nation.

Round-Trip Transportation

To make it easy for family members to visit often, we offer the Ticket to Visit Program, which provides round-trip transportation for your family member to visit the hospital once a day. Your immediate family member will be able to call for transportation to the hospital from their residence in the area, at no cost to you or your family member.

Eligibility Criteria

If your family member is in need of this service due to inability to drive, night blindness, or other related difficulty that inhibits their visit, ask your Discharge Planner or the Snoqualmie Valley Hospital representative about using the Ticket to Visit service. They will provide you with more information to receive this service.



A Family “Thank You”

September 30, 2013

“ Dear Snoqualmie Valley Hospital,

I wanted to Thank All of You for the GREAT care you gave my husband Jim the past few weeks he was in your care after knee replacement! We chose you because you were a hospital with a better ratio of care, plus a doctor on staff daily.

Jim loved the team – truly, every single person we met provided excellent care – were very personable and navigated my 81 year old husband (who is charming, but stubborn, and thinks he is 51) with charm, finesse, the right balance of tough love, and humor. They knew just how to handle every situation. To a person, everyone was pleasant, kind, thoughtful, and couldn't do enough for us.

We couldn't be more pleased. Jim is now your Poster Patient – he is actually excited to come back for outpatient rehab next week and misses “his people” at Snoqualmie. We are Fans Forever.

Thank you SOOOO much,

Katie

P.S.Thanks to your amazing night crew, I was able to go home and sleep at night, vs staying overnight as I have felt I had to do in other rehabs for his last 3 operations – Bless You!



– Jim Williams, Issaquah, WA

Snoqualmie Valley Hospital Patient Experiences



I chose Snoqualmie Valley Hospital because it's close to my home. They've done a marvelous job helping me rehabilitate. When I was admitted to the hospital, I could barely move. I can now walk with a walker and stand. I'm getting stronger all the time!"

– Susan Hankins, North Bend, WA



Everyone I met at Snoqualmie Valley Hospital was so friendly and helpful. Since my procedure was so complicated, I loved the idea of having a doctor available 24 hours every day and the therapy I needed to recover faster and healthier than other places. What they do for recovery is amazing."

– Bob Doyle, Issaquah, WA



I have never experienced such care! Now I have full strength and can go up and down the stairs in my two-story home. It's nice to live in a small town and have such super healthcare available."

– Genada Lynn, Snoqualmie, WA



The staff really focused on my individual needs and quality of life. When I first came to the hospital, I was not able to get out of bed. A few weeks later, I'm able to get up and take steps by myself. I've had a really good experience and am grateful for the doctors, nurses, therapists and everyone else who cared for me. They did whatever they could to make me happy while doing their best to get me back home. It's obvious they truly care about their patients."

– Annalise Landry, North Bend, WA

