

January/February 2018

Anderson Times

2018 Off to A Busy Start



*By Keith Page,
President & CEO
Anderson Hospital*

2018 has begun with a virulent influenza and respiratory bug bringing high patient volumes to the ExpressCare facilities, ER and nursing units. In fact, the NBC evening news identified the St. Louis

region as the epicenter of influenza in the country. A distinction we could certainly do without!

This has been challenging for staff, but everyone has done an exceptional job of managing peak volumes while dealing with illness with family and co-workers. Again, this is reflective of the teamwork in our organization that has been key to Anderson's success. We will get through this flu season (although the CDC believes it could continue for up to 6 more weeks).

There are many exciting initiatives planned for 2018 that I would like to share:

10 additional private rooms on the 3rd floor of Building 2 (across from the Cath Lab)

Anderson's increased census and the preference for private rooms has resulted in a need for more. This project will complete the build out of private rooms in Building 2. It is anticipated that the project will be completed by year-end.

Replacement of 3 CT Scanners

CT scanners at Staunton, Maryville Imaging and Anderson Hospital will be replaced with upgraded technology. In addition, the MRI unit at Maryville Imaging will be replaced in 2018. These changes are planned based on expiring leases for the existing equipment.

OB Refresh Completion

The refresh of the first floor of the Pavilion for Women, including the public areas, will continue in 2018 and should be completed by year-end.

6-8 Private/Semi-Private Room Refresh in Staunton

Planning has begun on the refresh of 6-8 private rooms that can also be converted to semi-private rooms at Community Hospital of Staunton on the Med/Surg unit. This project should be completed by year-end.

ExpressCare in Troy

Planning is underway for an ExpressCare to be located in Troy. This project should be underway by mid-summer.

"Sustain and Gain" HCAHPS scores

After last year's exciting improvements in Anderson Hospital's HCAHPS scores, the objective for 2018 is to sustain all scores exceeding the 50th percentile (green) while gaining at least one score at the 75th percentile (yellow). The cumulative score will be tracked from Jan 1 – December 31, 2018.

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One patient, One Record, One System

This past October, the Anderson Board of Trustees approved a project to merge the electronic medical record systems of Anderson Hospital, Staunton Hospital and Anderson Medical Group into one system. Following the theme of “one patient, one record, one system” the intention is to have all our patients’ information be available across the continuum of Anderson Healthcare.



To accomplish this, the NextGen (AMG) and CPSI (Staunton) EMR's will be replaced with Meditech. Additionally Meditech will be upgraded to the newest platform called 6.1. This is a massive project that will kick off in June and take approximately 12 to 18 months to complete. We are planning for a November 1st 2019 go-live.

To help ensure the successful implementation, Anderson has partnered with a consulting group called Leidos Health. Their consultants were recently on-site to complete a pre-assessment to check our readiness to implement Meditech's newest software. This project will require some degree of participation of nearly everyone within Anderson Healthcare. To help put this project in context, it is about lean principles and very little to do with IT. Coordination among our organizations will be critical to a successful system implementation.

The project steering team has started meeting monthly and is currently developing a governance structure to ensure all stakeholders participate and stay informed of the progress. More to come!

Anderson Healthcare had a very successful 2017 with strong patient volumes, financial results, clinical outcomes and patient satisfaction indicators. While healthcare seems to face new challenges each year, I believe in 2018 we can achieve equally positive results with the teamwork, commitment and focus that have been displayed by staff during this challenging start of 2018.

Let's Take A Minute... to Brag!



By Michelle Ward,
Administrative
Director of
Performance
Improvement

Many of you may be shocked by this, but technology is not always my favorite.

Yes, it can help us quickly determine the upcoming weather, where the nearest gas station is, how many steps we took today, or replay our favorite Super Bowl commercials; however, technology has made many of us (including myself) impatient. According to the dictionary the definition of impatient is “not patient, not accepting delay.” As technology continues to advance, we expect things to come quicker and quicker without delay.

Even with all the technology advances, the one thing that continues to have a delay, causing my impatience, is the public reporting of quality data. Did you know that the most current data that can be found on quality reporting website, like Hospital Compare, is from March of 2017. That is almost a year old! Many of us may recall that our patient satisfaction scores looked very different a year ago. Everyone has worked very hard over the past year to increase the scores.

We have to remember that it is not technology that is going to spread the news of the great job we are doing here. It is each and every one of us.

If you were going to brag about the great quality at Anderson what would you brag about? I would brag about the fantastic patient satisfaction scores and our incredible readmission rates. We have all become pretty familiar with our patient satisfaction

scores lately, but let me make you familiar with our readmission rate.

Anderson Hospital has one of the best readmission rates of all the area hospitals! The delayed data available to the public shows

Anderson's “all cause” readmission rate at 15%. (All cause means that a patient returned for any reason, to any hospital, within 30 days of being discharged).

This readmission rate is lower than all the area hospitals and lower than the national average. Internal reporting of our current readmission rate shows this number even lower over the past year. Great job to everyone who plays a role! According to CMS, “returning to the hospital for unplanned care disrupts patients’ lives, increases their risk for harmful events, and costs more money. Hospitals that give high quality care can keep patients from returning to the hospital.” Anderson Hospital is giving quality care as shown by our readmission rates!



Meet the Members of the Board

With over 90,000 patients annually relying on Anderson Hospital for their health care, it is hard to imagine our community being without an area hospital. Anderson Hospital is making a difference today thanks to the grassroots effort of many dedicated people spanning decades.

The hospital continues to be led by a Board of Trustees made up of community residents focused on bringing the best healthcare services to our patients and community. Board members volunteer their time and skills to govern the hospital in pursuit of its vision, goals, and mission. It is a substantial endeavor for these members, some attending upwards of 28 meetings per year. They play an essential role in the success of our hospital and we are grateful for their dedication and direction.



We will be spotlighting two board members in each issue of the future Anderson Times newsletters. We start by introducing two of the Boards most “senior” members.

Anderson Hospital
Board of Trustees:

Millie Belobraydic

Laura Bernaix, Ph.D., RN

Gary Ceretto

Robert Ciuferi

Gregory Coffey

Richard Dawdy

K. Max Eakin, MD

Frank Flanigan

Joseph Hagerty

Bernice Henke

Don Kasubke

Rev. Mark Maynard

Lendell Phelps

Jeff Parres, MD

Dale Sauer

Mark Shashek

Joseph Smith

Nancy Thomas

Ginger Trucano

Kay Werner

Judy Wiemann

Patrick Zimmermann, MD

ANDERSON HEALTHCARE PARTNERS

Two Board Members have been with us from the our very start! Millie Belobraydic and Frank Flanigan were both appointed to the Board of Trustees on October 5, 1970. (7 years before we officially opened!)

Millie's involvement with Anderson Hospital began in 1967, a decade before the hospital opened. She was part of the visionary group dedicated to building a hospital to serve Maryville, Troy, Edwardsville, Glen Carbon, Collinsville and surrounding communities. The group played an essential role in the establishment of Anderson Hospital. Millie was there when they broke ground in 1974 and was the Volunteer who wheeled in the very first patient on opening day, January 5, 1977. Since then, Millie has been a constant presence at Anderson Hospital, serving on the Board of Trustees and the Auxiliary in which she served as President for two terms.



In 2000, she was awarded the coveted Founders Award which recognized her as an instrumental figure in the development and ongoing success of Anderson Hospital. For years, she volunteered alongside the Materials Management staff and most recently volunteered at the Information Desks of the Hospital and Cancer Center.

Real Estate Attorney, Frank Flanigan, began his work in much the same way as Millie. Frank's tireless determination to bring a hospital to the area began in 1966. In the years that followed, he played a pivotal role in all aspects of the hospital campaign. Flanigan was the co-chairman of a capital fund drive conducted which resulted in contributions and pledges of nearly \$2 million - nearly twice the goal.

Since Anderson's opening in 1977, Flanigan has been a continuous supporter of the hospital serving as the Chairman of the Board of Trustees from 1994 – 2008. While serving as Chairman, the hospital expanded with many new services including Pediatric Specialty Services in cooperation with Cardinal Glennon Children's Medical Center; ExpressCare, a free-standing health center located in Glen Carbon, Illinois; The Warren Billhartz Cancer Center; a 15 bed acute rehabilitation unit within the hospital; the Anderson Hospital Surgery Center; and the Center for Sleep Medicine. He, too, was awarded the prestigious Founders Award, presented to him in 2002.



Anderson Medical Group Welcomes...

Kimberly Barnes-Reames, MD	Endocrinology
K. Max Eakin, MD	Family Medicine
Barbara Foner, MD	Pulmonary Medicine
Linda Haacke, MD	Pulmonary Medicine
Daniel Johnson, MD	General Surgery
Michael Mulligan, MD	Family Medicine
Michelle Mulligan, MD	Family Medicine
Saulat Mushtaq, MD	Rheumatology
Eddie Paulk, DO	Internal Medicine
Raymond Weber, MD	Family Medicine



Foundation Golf Tourney
Sunset Hills Country Club
May 14

2019 Fire & Ice Gala
Four Seasons Hotel
January 26

Foundation Sporting Clay Classic
Nilo Farms
June 9

Meet the 2018 Medical Staff Executive Committee

President	Thomas Hulsen, MD
President-Elect	Brett Grebing, MD
Secretary	Christopher Farrar, MD
Treasurer	Dean Schueler, MD
Past-President	Christopher Wangard, MD
Department Chairmen:	
Anesthesiology	James Powell, MD
Emergency	Kelly Geldmacher, MD
Family Medicine	Laura Bird, MD
Internal Medicine	Christopher Farrar, MD
OB-GYN	Patrice Staten, MD
Pediatrics	Jean Wagner, MD
Radiology	Aaron Biala, MD
Surgery	Ryan Diederich, MD
Members At Large:	
Rafe Heng, DO	Dennis Hurford, MD
Mark McGranahan, MD	Michael Mulligan, MD
Frederick Wagner, MD	Kyle Shepperson, MD
Ex-Officio Members:	
K. Max Eakin, MD	Board Member
Zohair Karmally, MD	ICU Director
James Landgraf, MD	Pathology Representative
Charles Lane, MD	Chief Medical Officer
Patrick Zimmermann, MD	Board Member

Auxiliary Presents Annual Donation



Anderson Hospital's Auxiliary presented the Hospital with its annual donation during the Auxiliary's Annual Meeting held January 8. The donation, which reflects funds raised in 2017, totaled \$107,000. This annual donation is made possible through the Auxiliary Gift Shop, Life Line Program, Fundraising Events, Vending Machine Sales, and the newborn photos program. The Auxiliary has over 200 active members and is an integral part of Anderson Hospital. Volunteers gave nearly 40,000 hours of service to Anderson Hospital in 2017.



Auxiliary Past-President, Richard Trolliet, passed away on January 16, 2018, at Anderson Hospital. He had been a very active member with the Auxiliary since 2012. He served as 2016 President-Elect, 2017 President, and had been reelected President on January 2, 2018. One of Richard's proudest moments came on January 8, 2018, when he and his peers presented Anderson Hospital with a check from the Auxiliary for \$107,000 (photo above). He will be greatly missed.

2018 Auxiliary Directors

Left to Right are:
Kay Jones - Secretary
Bill Falk - Treasurer
Betty Ludwig - Vice President
Judy Eft - President

