

January/February 2016

Anderson Times

2015 PLANNING LEADS TO 2016 ACTIVITY



By Keith Page
President and CEO
Anderson Hospital

As we mark another new year, I would like to express the appreciation of the Board of Trustees and Administration for the extraordinary effort by Anderson team members in caring for our patients this past year.

While some outpatient volumes were lower as the public adjusts to higher co-pays and deductibles in their health plans; inpatient hospital volumes were up in 2015 principally due to the expanded healthcare coverage resulting from the Affordable Care Act. Hospital

resources were stretched at times, from the demands of the higher census and the team effort of staff was the driving force in our ability to meet our patients' needs.

In 2015, much planning was accomplished related to the

hospital's push toward private patient rooms, an affiliation with Community Memorial Hospital of Staunton and redesigning the hospital's Oncology services. This planning will provide for an exciting 2016.

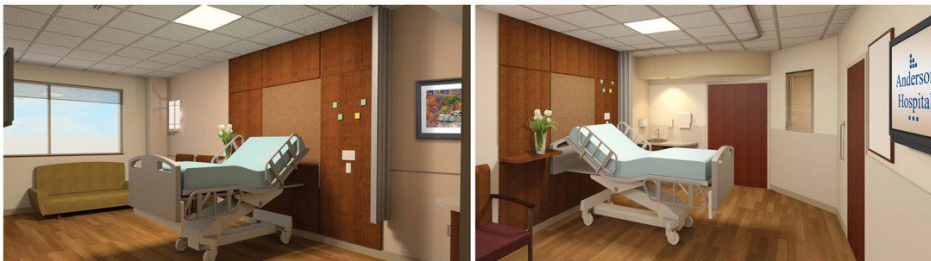
The private room project is underway! Korte Construction has begun demolition on the 2nd floor of P.O. B. I. The result at year-end will be a positive impact on our patients' experience in terms of privacy and noise as they enjoy the benefits of private rooms. As a result

of the private room project, the IMU and medical patients will be cared for on the 2nd floor and surgical patients will be accommodated on the 3rd floor. This change is being made to better match bed capacity with census and allow for the addition

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Hospital.*



PERSPECTIVE OF NURSE STATION



PERSPECTIVE OF TYPICAL PATIENT ROOM

PERSPECTIVE OF TYPICAL PATIENT ROOM

enhanced cancer services at the Warren Billhartz Cancer Center for the region.

Finally, the hospital will continue to focus on exceptional clinical outcomes and outstanding patient experiences in 2016. Anderson physicians and staff work tirelessly to meet our patients' needs, however, patient, managed care and regulatory expectations continue to rise. Through the work of the hospital's process, clinical improvement and patient experience teams, we can exceed expectations.

2016 will also be a year of change for Anderson Hospital. Two

of 4 IMU beds. Many of the rooms on the 2nd and 3rd floor will also have the capability to accommodate an additional patient to allow the hospital to meet peak volume demands. It is anticipated that this will be needed infrequently. The project will continue into 2017 as public hallways, and nursing areas on the 2nd, 3rd floor are remodeled to match the finishes of our new patient rooms. Congratulations to all those that have been involved in the planning for this project!

The discussions with Community Memorial Hospital of Staunton continue to progress. The "due diligence" process has allowed both organizations to become more familiar with each other and the Hospital Boards expect a final decision this Spring. I believe that there are many areas of common interest in our organizations and together we can better serve our communities.

The return of Medical Oncology services to the Warren Billhartz Cancer Center, as well as the improved coordination of oncology services, has been a focus of planning in 2015. This work continues and it is anticipated that an announcement will be made in early 2016 that will provide for

members of the hospital's administrative team, Dee Phelps, Risk Management, and Candice Meyler, Corporate Compliance, will move to part-time positions this year with more focused responsibilities. We have enjoyed their talent and support over many years and appreciate the



Dee Phelps



Candice Meyler

opportunity to continue to work with them on a part-time basis in the future.

Again, thank you for your great work this past year and best wishes for a successful 2016!

Auxiliary Presents Annual Donation

Anderson Hospital's Auxiliary presented the Hospital with its annual donation during the Auxiliary's Annual Meeting held January 11. The donation, which reflects funds raised in 2015, totaled \$85,000. This annual donation is made possible through the Auxiliary Gift Shop, Life Line Program, the fundraising projects of the Ways and Means Committee, Vending Machine Sales, and the newborn photos program.



Of the \$85,000 donated, the Auxiliary has chosen to designate:

- ❑ \$25,000 for the Chaplain Program
- ❑ \$1,800 for the Shuttle Service Program
- ❑ \$5,000 to the Angel of Hope Statue Project
- ❑ \$2,000 to OB for car seats
- ❑ \$700 to the Emergency Medical Fund
- ❑ \$50,500 to the OB Refresher Renovations

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 2015.

Active Volunteers provide direct services to the Emergency, O.B. and Outpatient Surgery Departments, as well as being “on call” from the Volunteer Office, and manning desk in both Physicians’ office buildings and Billhartz Cancer Center. They also totally run the Gift Shop.

“The Auxiliary remains as dedicated and instrumental as ever in the continuing operation of Anderson Hospital,” said Keith A. Page, Anderson Hospital

The Auxiliary Board members proudly present the “big check” to Anderson Hospital President and CEO, Keith Page (center).

President. “We thank them for their many hours of service and commitment to making a difference in Anderson Hospital.”

Officers were reinstalled for the 2nd year of their term. 2016 Officer include:

- ❑ Addie Hall – President
- ❑ Richard Trolliet – President Elect
- ❑ Judy Eft – Vice President
- ❑ Bill Falk – Treasurer
- ❑ Kay Jones - Secretary

Honoring 50 Years of Volunteers

In 2016, the Anderson Hospital Auxiliary will celebrate 50 years of service. This milestone provides an opportunity for the staff to express appreciation for the time, talent and treasure shared by hundreds of volunteers over the past 50 years. It is also a reason to reflect on the efforts to establish a “community” hospital.

The need for an area hospital was first voiced as far back as 1920 when Anna

Forberg Cook offered to give Collinsville a site on St. Clair Avenue on which to build a hospital. But with the city unable to finance the project, the idea was withdrawn. At almost the same time, the neighboring city of Edwardsville was also interested in a hospital only to find no available financial support.

The idea was revived in the 1940's in both towns. In Collinsville, a proposal for a Township Hospital, requiring taxes to build and support the facility failed. In Edwardsville, a non-profit corporation was formed and a 10-acre site donated. A \$300,000 fund drive was launched in 1945, but by 1948 only a quarter of the goal had been collected, so the idea was abandoned.

Edwardsville leaders resurrected the idea once more in the early 1960's with a referendum for a tax-supported hospital, but the referendum failed. At the same time leaders in Collinsville were investigating the possibility of



building “JFK Hospital”, a satellite hospital of St. Mary's in East St. Louis. Funds were raised, a site was purchased, **and a hospital Auxiliary formed in 1966** only to have the idea once again fold due to the lack of financial support in 1967. The land eventually became the site of the Unit 10's Collinsville High School campus. Most money was returned to donors, while some supporters, including the hospital Auxiliary, “let it ride” for a new effort.

Those donors would finally support a successful campaign in 1968 when Collinsville and Edwardsville joined forces as the Central Madison County Hospital Association (CMCHA). The CMCHA was comprised of people from Collinsville, Edwardsville, Maryville, Troy, Hamel, Glen Carbon, and Caseyville. The CMCHA unanimously voted to merge with the St. Clair Hospital Association under the name of **Southwestern Illinois Health Facilities, Inc. in 1969**. The proposed hospital would be an affiliate of Christian Welfare Hospital which was also operated by the St. Clair Hospital Association

A fund-raising campaign was then conducted by a firm hired by Southwestern Illinois Health Facilities, Inc. in 1971. Professionals and hundreds of volunteers spent thousands of hours raising funds to meet their goal of \$1 million which paid off in March of 1972 when a total of \$1,774,436.15 had been raised.



Anderson Hospital Auxiliary's 50th Anniversary

On April 21, 1974, the work of many years culminated when ground was broken for the construction of Anderson Hospital in Maryville at a centrally located site.



And two and a half years later, the hospital opened its doors to patients on January 5, 1977. "The hospital has become a reality," said William Jokerst back in 1976, "because of the efforts of so many people who have worked together for a common goal." Jokerst went on to say, "Selling the idea of a hospital was never difficult because the people knew the need existed. And the men, women, and organizations who made pledges have kept their word in fulfilling a moral obligation."



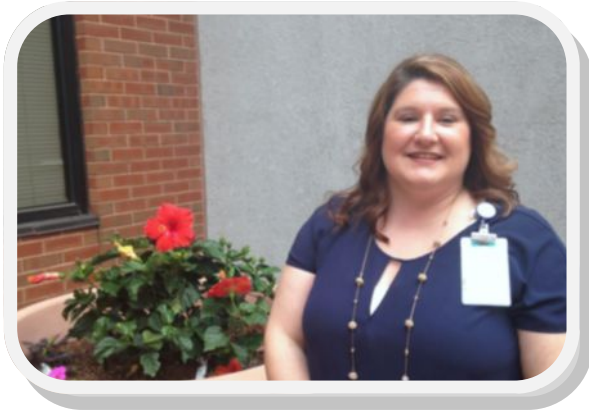
This "grassroots" legacy of the establishment of Anderson Hospital has remained a key element in the Board of Trustees' focus on maintaining an independent, not-for-profit, community hospital; whereas many other St. Louis area hospitals have

been merged, sold, acquired by a system, or converted to for-profit status. Over the past 39 years, the Board has also reinvested in the facility to bring new and expanded services to the area. Anderson remains YOUR community hospital dedicated to meeting your family's healthcare needs... and we owe many thanks to our amazing volunteers for the part they have played and continue to play in our mission.

This history was made possible by articles written by Collinsville Herald Journalists, Sallie Jo Burton and Karl L. Monroe.



LEAN = Continuous Improvements



*Katie Ward, RN
LEAN Facilitator*

LEAN activities were seen in many departments this past year. A total of 26 projects, 1 Kaizen event and successful trials of two visual LEAN tools were completed for the year. As we begin 2016, the efforts of the LEAN department will focus on patient throughput. This is an area that provides great gains for our patients. Anderson Hospital has a reputation of providing quality care through innovation. As a result, our organization is constantly looking at ways to provide better services. LEAN provides a framework to accomplish the goal of bringing value-added care to our patients. As Dr. John Toussaint (2013) stated “LEAN has no finish line, you will keep changing your definition of what good is” (Toussaint & Berry, 2013).

In December 2015, leadership members began to develop a plan to implement LEAN strategies in the Emergency Department. The group recognized that our patient volumes are booming! Processes that worked well during lower volume

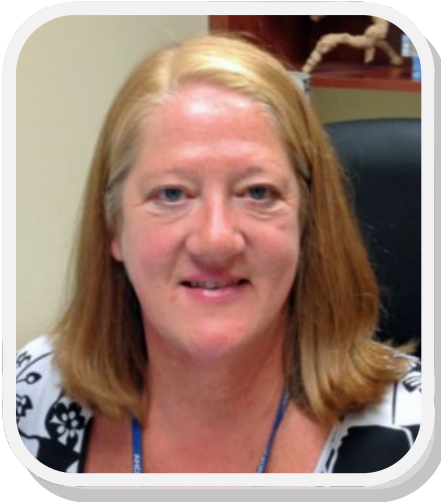
times are not possible to consistently sustain during our rapid growth.

Beginning February 1st, Emergency Department front-line staff and physicians will embark on a year-long journey that will focus on continuous improvement through teamwork. Value Stream Mapping (VSM) will take place starting in January 2016. The method of VSM is used to provide the organization with an overview of core processes from the patient and healthcare provider’s perspective. Identifying our current state allows team members to evaluate “non-value added” steps in our process. VSM is an important starting point when assessing complicated workflows; in return the end result is the ability to streamline care by integrating processes that only bring value to the patient.

The LEAN program continues to support the Performance Improvement efforts in the hospital. Another large project that is being facilitated through the LEAN program is the implementation planning of electronic medication reconciliation/e-prescribing to comply with Meaningful Use Stage 3 requirements. The medication reconciliation/e-prescribing project not only provides quality care for our patients, but also assures that Anderson Hospital receives the reimbursement that is needed to support our mission within the community.

I look forward to facilitating LEAN projects in 2016 and know that continued great outcomes for our patients will occur as a result of our efforts.

Resolve to Keep Moving Up!



Carla Hamilton
Patient Advocate

Happy New Year! I hope everyone had a wonderful holiday season. I don't believe it's any secret, 2015 was a VERY busy year! I want to continue sharing our HCAHPS journey comparing how our patients are rating us. If you

recall, our HCAHPS (i.e., patient satisfaction) goals in 2015 was to be in the top 50th percentile (**ALL GREEN**) in all 8 categories. Our 2015 data should be finalized in mid-February. I wanted to showcase the areas where we are achieving our goal in 2015: **Communication with Nurses (79.22)** **Discharge Information (88.96)** & **Overall Rating (73.02)**. That was no small task because each year, the minimum score to be in the top 50th percentile increases!

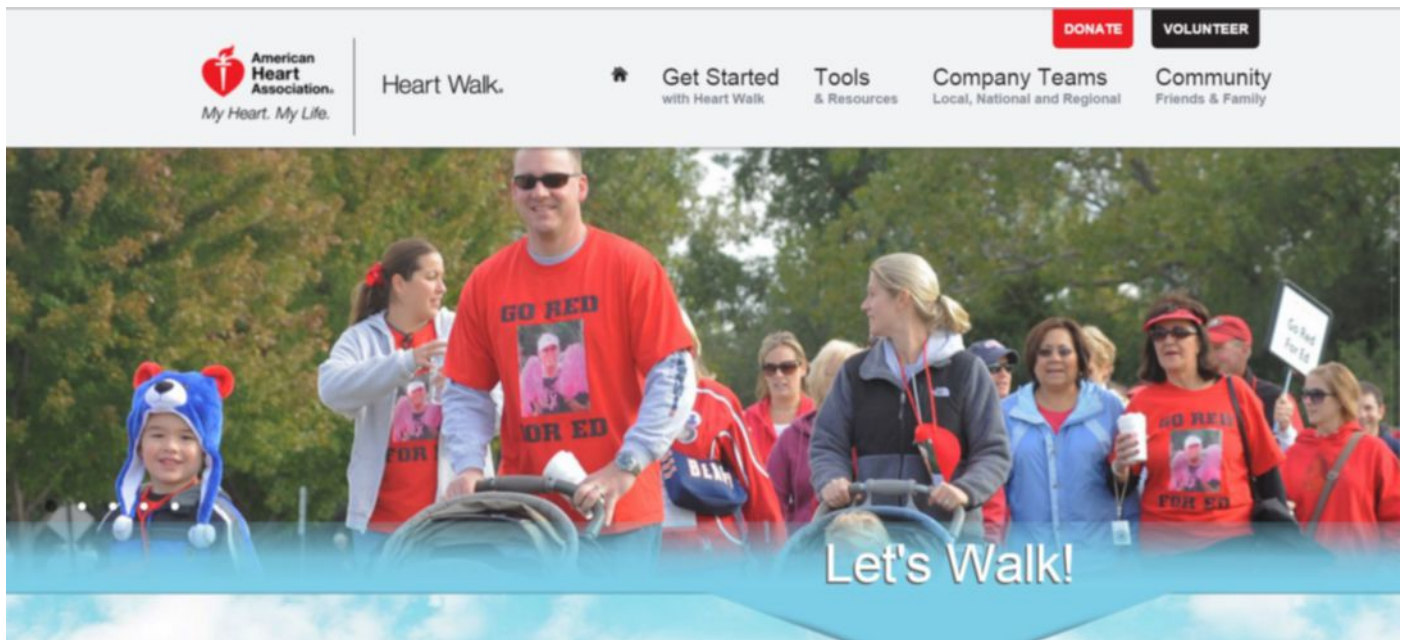
There were four areas where the patients rated us HIGHER than they did in 2014: **Communication with Nurses (79.22)**, **Pain Management (70.13)**, **Hospital Environment (62.56)** and **Overall Rating (73.02)**. While we didn't achieve our overall goals for Pain Management or Hospital Environment, the fact is, each of those areas increased in score over 2014 as a result of continued efforts. (Remember,

the minimum score to achieve the 50th percentile increases each year).

Everyone works hard to ensure our patients have the best possible experience, and receives the highest quality care. The single, most important thing we can do is **COMMUNICATE!** When we get really busy, we sometimes forget to communicate like we should. Go back to the fundamental principles of A-I-D-E-T: **Acknowledge** the patient & family; **Introduction** of your name & what department you represent; **Duration** – tell the patient how much time it will take with whatever your intended purpose is; **Explain** what you are doing; and **Thank** the patient for utilizing Anderson Hospital. Patients trust us to provide quality care, but look for compassion and concern.

If you have a suggestion that you feel would enhance our patients' experience, please let us know. The Patient Experience Team (PET) is always interested to hear from you. We are proud of the service and care that we provide, and want our patients and family members to be as well. I look forward to our HCAHPS scores improving throughout 2016!

Put Your Heart Into It!



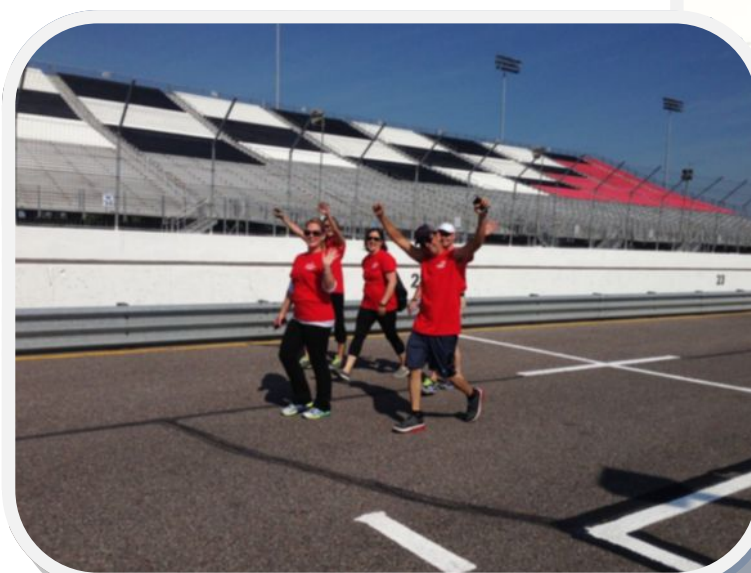
2016 Metro East Illinois Heart Walk -- April 16

Gateway Motorsports Park - Madison Illinois

Gates Open: 8 a.m. Opening Ceremony: 8:45 a.m. Walk Starts: 9 a.m.

Register online: metroeastillinoisheartwalk.org

Your 2016 Anderson Hospital Team Captains are: Bill Rodgers, Chest Pain Center; Amanda Reilson, Food and Nutrition; Kelly Goodall, Patient Access; and Alyssa Constantinides, HMC



Photos from the 2015 Walk...