



### **January 2021 CEO Report for MRMC Hospital Board**

CEO: Marie Harrington

February 15, 2021

#### COVID - 19 Activity and Overview:

- ✓ We continue to swab any admits due to continued increase in number of COVID-19 positive patients in Mangum. Treating all patients in our ER as if they have COVID-19 until proven otherwise.
- ✓ Continue to participate in daily Region 3 Merc Briefings to increase communication during COVID-19 surge. We review open beds, transfer plans and all pertinent COVID-19 information to coordinate care. Robert Stewart is our Region 3 RMRS Director that facilitates each daily briefing.
- ✓ January COVID-19 Stats at MRMC: 157 Swabs, 7 Positive (4.45%), 139 Negative (88.53%), 0 Pending and zero deaths.
- ✓ COVID-19 Prevalence Overview by Month at MRMC: March: 32% Prevalence, April: 25% Prevalence, May: 6% Prevalence, June: 0% Prevalence, July: 10% Prevalence, August: 2.4% Prevalence, September: 2.73% Prevalence, October: 6.47% Prevalence, November: 21.63% Prevalence, December Prevalence: 9.93%, and January Prevalence: 4.45%, Median Age: 49.4
- ✓ Greer County January COVID-19 Statistics: 461 Positive Cases and 13 Deaths (2.81% death rate).
- ✓ PPE and Swab supplies have been adequate for us to manage during this current crisis.
- ✓ Updated COVID-19 Binder at Nurse's station, City Annex and Provider room to ensure communication and COVID-19 updates and education are read. Signature is required for all read and sign documents in binder. Providers are kept up to date with the COVID-19 Provider Update/Education Binder in the provider sleep room. CEO has also communicated with providers via email, cell phone and text messages during this continued COVID-19 Pandemic. Last update was 12.03.2020.
- ✓ Participated in all OSDH Region 5 Vaccine Planning Meetings.
  - Administered the Pfizer-BioNTech Vaccine to Phase 1 recipients, both front line and EMS.
  - Conducted several successful vaccine clinics with no serious adverse reactions.
  - New [vaccinate@mangumregional.org](mailto:vaccinate@mangumregional.org) email address for directing all patients interested in the vaccine to sign up.
- ✓ Completed Savance COVID-19 Screening Kiosk Implementation and Training in January. We tested a small number of the administration/business office team members the week of January 18<sup>th</sup>-22<sup>nd</sup>. Went well but worked through some technical difficulties.
  - Go Live was scheduled for the week of January 25, 2021 and went well. Successful implementation with minor issues that continue to be improved and resolved.
- ✓ Enrolled RHC as a Pandemic Provider and received status approval on January 13, 2021. Hospital and Clinic are Pandemic Providers.



- ✓ Participated in all Cohesive Healthcare's COVID-19 Task Force teleconference calls.
- ✓ Kept teams motivated, educated, and informed daily during COVID-19 crisis. Addressed any issues, concerns, anxiety, and fear with any individual during this crisis.
- ✓ Due to continued COVID-19 surge in January we have prohibited vendor visitation to hospital and limited patient visitation to only palliative care patient visitation.
- ✓ Make hospital rounds every morning for inspection.
- ✓ Cohesive Healthcare provided staff lunches for January 2021 during this pandemic. All staff members are very thankful for this support.

#### Hospital Staff and Operations Overview:

- ✓ No staff issues or concerns currently. Teams are all working together very well.
  - 3 new core staff employees started in January.
- ✓ Respiratory Lead was promoted to Respiratory Therapy Manager on January 20, 2021. She was so happy and excited to receive this recognition of her hard work and dedication.
- ✓ Conducted MRMC Morning Director's Huddle each day. Continued meetings on Microsoft Teams. Draft daily agendas each day and include a motivational "Quote of The Day".
- ✓ Meet with CMO and Quality Director each week.
- ✓ Working on improvements to our new hire orientation and onboarding process. Working on strengthening the legacy MRMC leaves behind with each employee. I have spoken so much in the past about the legacy each employee leaves behind, but now focusing on the legacy we leave behind ensuring they have a wonderful employment experience while at MRMC. Onboarding and orientation plays a significant role in the future success for these new employees and so we are focusing on personal touches during this process.
- ✓ Randy's permanent supervising physician contract is still pending.
- ✓ Desiree Sutherland was awarded the Employee of The Month for January during the MRMC All-Staff meeting on February 9, 2021.
- ✓ Continued effective weekly HR meetings, monthly Finance Meeting, Housekeeping Meeting, Dietary Meeting, HIM and Credentialing Meeting, Clinic Admin Meeting, and many more important meetings to increase all important communication.

#### Additional Items:

- ✓ Reviewed and approved policies in February for QAPI and Med Staff
  - Patient Discharge Safety Plan:
  - Blood Transfusion Outcome Review:
- ✓ PLICO Risk Assessment was conducted on January 27, 2021. Excellent assessor, and departmental managers/directors were prepared. We look forward to reviewing the finalized risk assessment report.



- ✓ Price Transparency Link from PARA was embedded into our Mangum website and went live on January 27, 2021. It looks wonderful and I went through a demo to review what the patients would experience submitting a price request.
- ✓ CDM PARA Review is completed but will need to be reviewed by Marie, Kasi, and Laurie next week before upload.
- ✓ Distributed January Monthly Calendar for MRMC Meeting schedules and reporting/agenda deadlines on January 1, 2020.
- ✓ Continued to work on name change for MRMC with Novitas. Still pending the tie-ins from the regional CMS office. No update as of January 31, 2021.
- ✓ NRHA CEO Certification Program is excellent and have made practical application to many of the pearls of wisdom gained.
- ✓ Signed checks every Friday or Monday for MRMC Accounts Payable Clerk.
- ✓ All roof leaks for hospital have been addressed and hospital roof repair is still pending board approval.
- ✓ MRMC KPIs for January were reviewed. The quality improvements have continued to be significant: 0 Falls, 1 Employee Work Related Injuries, 3 Med Variances, 2 AMAs, 0 LWBS, 5 Referrals, 3 Denials, 0 Inpatient Mortalities, 0 ER Patient Mortality, 1 Readmission to Acute, 1 Grievance and 0 Complaints. Zero CAUTIs, CLABSIs, or CAEs, and 0 HA Pressure Ulcers. A total of 104 ER patients were admitted which was a decrease of 16.8% over previous month. A total of 252 Outpatient visits. Average Daily Census: 5.9
- ✓ Conducted monthly MRMC Finance Meeting on January 22, 2021.
- ✓ Continue to work with RCM teams to enhance overall revenue cycle process.
- ✓ Dietary staff participated in an allergy in-service training that our wonderful Dietary Manager facilitated.
- ✓ The hospital generator update:
  - Reyes Electric began the project and performed a will perform a new assessment when approved. Project is still pending.
- ✓ Contracts and items, we prepared for February Board Meeting:
  - Lippincott (Wolters Kluwer Health, Inc.)
  - OFMQ
  - Spacelabs
- ✓ Participated in Cohesive Leadership Meeting on January 14, 2021.
- ✓ HSEEP/HPP 2021 Exercise Planning Meeting for Concepts and Objective was excellent and held on January 28, 2021. Daniel, Robert, Glynadee, and Melissa were present. We will have our next meeting on March 5, 2021.
- ✓ Continue to prepare for survey readiness each month.