



## **December 2020 CEO Report for MRMC Hospital Board**

CEO: Marie Harrington

January 19, 2021

### COVID - 19 Activity and Overview:

- ✓ We continue to swab any admits due to increased number of positive COVID-19 patients in Mangum. Treating all patients in our ER as if they have COVID-19 until proven otherwise.
- ✓ Participated 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.
- ✓ December COVID-19 Stats at MRMC: 161 Swabs, 16 Positive (9.93%), 145 Negative (90.06%), 0 Pending and 1 (0.62%) death.
- ✓ 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, and December Prevalence: 9.93% Median Age: 66.81
- ✓ Greer County December COVID-19 Statistics: 390 Positive Cases and 9 Deaths (2.30% 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.
  - Drafted our MRMC Vaccination Plan for Phase 1 and beyond
  - Administered the Pfizer-BioNTech Vaccine to 3 groups of Phase 1 recipients.
  - Everything went well and no serious adverse reactions were reported.
- ✓ Registered MRMC as a Pandemic Provider and received our approval.
- ✓ Moved our outpatient registration back to the main hospital building at the beginning of December.
- ✓ We reopened the front main hospital entrance and moved our COVID-19 Screener to the front entrance during daytime operating hours.
- ✓ A COVID-19 Screener is available at the front entrance for employees during 7:30 am – 8:00 am to accommodate the staff that would like to enter the building prior to daytime screening shift.
- ✓ 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.
- ✓ Completed COVID Preparedness Surge questionnaire.
- ✓ Due to continued COVID-19 surge in December we have prohibited vendor visitation to hospital and limited patient visitation to only palliative care patient visitation.
- ✓ MRMC Census Daily Average for December: 8.5 Swing bed and Acute patients per day; Average Daily Census for 2020 was 10.95.
- ✓ Make hospital rounds every morning for inspection.
- ✓ Cohesive Healthcare provided staff lunches for December 2020 during this pandemic. All staff members are very thankful for this support.
- ✓ Savance COVID-19 Screening Kiosk implementation and installation date is scheduled for early to mid-February.

#### Hospital Staff Overview:

- ✓ No staff issues or concerns currently. Teams are all working together very well.
- ✓ Conducted MRMC Morning Director's Huddle each day. Continued meetings on Microsoft Teams and we have seen improved work efficiencies due to not traveling to main building for meeting. Excellent attendance as well.
- ✓ In person interview with Dr. Chiaffitelli, Marie and Dr. Spear on December 18, 2020. The interview went well and feel he would be a good choice for the permanent supervising physician position that has not been filled yet. Dr. Chiaffitelli approved of his recommendation for Randy's supervision. He lives here at Lake Altus in Granite and has retired to this area. Currently, Dr. Brian Bluth is serving as Randy's temporary supervising physician. Cohesive is also working on recruitment for this position.
- ✓ So proud of our team for completing the Employee Satisfaction Surveys by the end of December. We had 62 out of 66 (94%) completion!
- ✓ COVID-19 Bonuses were approved by the board on December 23, 2020 and these bonuses were distributed to all staff the first payroll in January. A thank you letter was sent to all staff thanking them for their heroic efforts during this pandemic.
- ✓ IT successfully worked on CPSI access for providers to finish any charting after they have finished a shift and not at our facility. This will help greatly with mitigating delays in the patient revenue cycle billing process due to medical records not completed.
- ✓ Jessica Pineda was awarded the Employee of The Month for November during the MRMC All-Staff meeting on December 7, 2020.
- ✓ Christmas lunch was scheduled for December 22, 2020 and provided by Cohesive Healthcare.
- ✓ Created Elfster Secret Santa Gift Exchange for Directors to participate in some holiday cheer.
- ✓ Central Supply ordered stockings for the staff to have available in the cafeteria. Different staff members filled the stockings with treats.



- ✓ 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 December for QAPI and Med Staff
  - Clinical Policy and Procedures: Daniel and Zach approved
  - ED Policy and Procedures: Daniel and Dr. C approved
  - Wound Care Procedure Form: Daniel and Marie approved
  - HR Performance Evaluation Policy: Approved during QAPI Meeting
- ✓ Distributed December Monthly Calendar for MRMC Meeting schedules and reporting/agenda deadlines on December 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 December 31, 2020.
- ✓ End of the Year inventory was conducted on December 29, 2020.
- ✓ NRHA CEO Certification Program is excellent and thankful to be a part of this program!
- ✓ Signed checks every Friday or Monday for MRMC Accounts Payable Clerk.
- ✓ All roof leaks (clinic, lab, and hospital) have been addressed and hospital roof repair is still pending.
  - Lab and clinic roof were repaired in December.
- ✓ MRMC KPIs for December were reviewed. The quality improvements have continued to be significant: 2 Falls without injury and 1 Fall with minor injury, Zero Employee Work Related Injuries, 3 Med Variances, 1 IP AMA, 1 ER AMA, 1 LWBS, 8 Referrals, 2 Denials, 6 Inpatient Mortalities, 1 ER Patient Mortality, 1 Re-Admission within 30 days, 8 ER Readmissions within 72 hours, 1 Grievance/Complaints. Zero CAUTIs, CLABSIs, or CAEs, and 0 HA Pressure Ulcers. A total of 125 ER patients were admitted which was a decrease of 8.76% over previous month.
- ✓ Conducted monthly MRMC Finance Meeting on December 17, 2020.
- ✓ The hospital generator update:
  - Ray's Electric began the project and performed a new assessment for a new bid on November 24, 2020. Project is still pending.
- ✓ Contracts and items, we prepared for January board meeting:
  - Auto Insurance
  - LifeShare
  - Spacelabs
- ✓ Continued to work with CPSI through the month of December on Promoting Interoperability Initiatives. We made significant improvements to continually strive for excellence in all quality measures.
- ✓ Participated in Cohesive Leadership Meeting on December 17, 2020.
- ✓ Continue to prepare for survey readiness each month.
- ✓ CMS Price Transparency and Chargemaster Initiative Update:
  - PARA contracts were fully executed.



- Update from Cohesive RCM Director:
  - They sent the files over to PARA for review.
  - PARA will start the build and complete the review. This will take several weeks due to the amount of line items listed in our chargemaster.
  - Implementing Price Transparency for MRMC at the end of January.