



November 2020 CEO Report for MRMC Hospital Board

CEO: Marie Harrington

December 7, 2020

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.
 - He encouraged us to work as partners together if we are on divert. Build relationships locally if we must go onto divert.
 - He submitted the document to FEMA to request additional staffing. We may not get it, but it will be put in the que and be reviewed.
 - He discussed the monoclonal antibody and stated that we will have an equitable share. We have received 10 vials in-house.
- ✓ November COVID-19 Stats at MRMC: 208 Swabs, 45 Positive (21.63%), 164 Negative (78.84%), 0 Pending and 1 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 Median Age: 54.68
- ✓ Greer County November COVID-19 Statistics: 262 Positive Cases and 8 Deaths (3.05% 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 11.25.2020.
- ✓ 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.
- ✓ Significant COVID-19 surge in November which resulted in schools moving to 100% virtual learning. On November 29, 2020, Mangum Public Schools moved to 100% virtual learning through January 5, 2020. We adjusted to the needs of our staff and families by approving non-clinical team members remote work requests.



- ✓ Due to continued COVID-19 surge in November we have prohibited vendor visitation to hospital and limited patient visitation to only palliative care patient visitation.
- ✓ MRMC Census Daily Average for November: 14.67 Swing bed and Acute patients per day
- ✓ Make hospital rounds every morning for inspection.
- ✓ Cohesive Healthcare provided staff lunches for November 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-December.
- ✓ Carport was installed at the clinic on November 17, 2020.
- ✓ Notified by Dave Andren that board meetings will return to in-person beginning in November.

Hospital Staff Overview:

- ✓ No staff issues or concerns currently. Teams are all working together very well.
- ✓ BLS Certification offered to staff members on November 12, 2020. We have encouraged all non-clinical team members to be certified as well with a goal of 100% of all staff certified.
- ✓ EMTALA Training was held on November 18th and 19th. Excellent training held in 4 different sessions each day.
- ✓ Conducted MRMC Morning Director's Huddle each day. Moved to Microsoft Teams to reduce traffic during COVID-19 surge in November.
- ✓ Jessica Pineda was awarded the Employee of The Month for November during the MRMC All-Staff meeting on December 7, 2020.
- ✓ 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:

- ✓ Distributed November Monthly Calendar for MRMC Meeting schedules and reporting/agenda deadlines on November 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 November 30, 2020.
- ✓ We received our RHC CCN # and we have continued to meet each week to set up billing and plan for "go live" date. Excellent teamwork by all involved.
- ✓ Signed checks every Friday or Monday for MRMC Accounts Payable Clerk.
- ✓ All roof leaks (clinic, lab, and hospital) have been addressed and are still pending. Lab and clinic roof will be repaired in November/December.
- ✓ Thanksgiving lunch was scheduled for November 24, 2020 and provided by Cohesive Healthcare.



- ✓ MPMC KPIs for November were reviewed. The quality improvements have continued to be significant: 2 Falls without injury and 1 Fall with minor injury, Zero Employee Work Related Injury, 4 Med Variances, 1 SWB AMA, Zero ER AMA, Zero LWBS, 4 Referrals, 3 Denials, 1 Inpatient Mortality (COVID-19 positive), 1 ER Patient Mortality, 2 Re-Admission within 30 days, 7 ER Readmissions within 72 hours, Zero Grievances or Complaints. Zero CAUTIs, CLABSIs, or CAEs, and 0 HA Pressure Ulcers. A total of 137 ER patients were admitted which was an increase of 2.24% over previous month, primarily due to COVID-19 surge in October.
- ✓ Conducted monthly MPMC Finance Meeting on November 20, 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 we prepared for November's board meeting:
 - MSDSOnline
 - MimeDx
 - MiMedx Skin Grafts substitutes will be offered at MPMC. Contracts were approved at the board meeting on December 2, 2020
 - PARA
 - Charge Master and Price Transparency Update:
 - Cohesive RCM Director and CFO chose PARA to conduct the Charge Master Review and Maintenance. Went through monthly approval process and approved by the board during the November board meeting held on December 2, 2020.
 - Para Price Transparency Tool was approved by the board during the November board meeting held on December 2, 2020.
- ✓ Bad Debt Process planning and implementation continued in November to prepare for December to January implementation
- ✓ Celebrated National Rural Health Day on November 20. We took a group photo that we entered in the OORH Photo Contest.
- ✓ Worked with CPSI through the month of November on Promoting Interoperability Initiatives. We made significant improvements to continually strive for excellence in all quality measures.
- ✓ Participated in Cohesive Leadership Meeting on November 19, 2020.
- ✓ Discussed a 3-stage audit process with checklists for survey preparedness with CCO and Quality Manager.