

Report to Our Community 2011

From the Board and Staff at Columbia County Health System

Health System Finishes Installation of New Information System

This last year was a challenge for the staff at CCHS installing CPSI (our new Electronic Medical Record System). The hard work of the staff is now paying off. All of the modules are installed and the focus now is on efficiencies and compliance of the system. CCHS is proud to be a frontrunner of small rural hospitals in the country to install a complete system and moving forward to qualify for "Meaningful Use". "Meaningful Use" will allow us to maintain current reimbursement for government payers as well as receive government incentives. We could not have done this without the tremendous support of the community.

CCHS Outsources Billing Services

CCHS is pleased to announce that a five-year agreement has been signed with Healthcare Resources Group (HRG) to do hospital, clinic and nursing home billing. HRG is a large healthcare billing company that brings a level of expertise that we were seeking. Billing healthcare is now very complicated and requires a very specialized skill mix. Even though we have some very hard working staff, it became apparent that we could not continue to attract the specialized staff to do a great job for the facility and community. A window of opportunity has developed allowing us to move staff around so no jobs will be lost. Many small rural hospitals throughout the state use outsourcing companies such as HRG.

Hospital Staff Take "NEEDED" Pledge

The question was raised to the leadership team at CCHS, "How to make a good organization great?" The discussion kept coming back to teamwork and working better together. The leadership team gathered several times to come up with the following pledge that has been taken and is being internalized throughout the organization:

N-NEVER LOSE SIGHT OF OUR MISSION, VISION AND VALUES

E- EXHIBIT PRIDE, RESPECT AND COMPASSION IN MY WORK

E- EFFECTIVE TEAMWORK AND COMMUNICATION

D-DEDICATED TO PROVIDING OPTIMAL CUSTOMER SERVICE AND QUALITY PATIENT CARE

E-ENERGIZE SELF AND OTHERS

D-DESIRE TO LEARN AND SUCCEED

I pledge to be a N.E.E.D.E.D. employee of CCHS with the mission of being a value-guided member partnering with our customers, staff and communities to promote the health and well-being of the region.

BEGINNING TODAY



Message from CEO Charlie Button

CCHS has served the residents of Dayton, Waitsburg and surrounding areas for the last 50 years. We have 139 Professional and support staff dedicated to providing the highest quality medical care possible while providing a small-town personal touch.

Our mission is "To partner with our customers, staff and communities to promote the health and well-being of the region". My top priority as the Chief Executive Officer at CCHS is to ensure that your experiences here demonstrate that our actions live up to the promise of our mission.

When you are in need of healthcare services, please take a deeper look at what **YOUR** district health system can offer you. We are confident that you will be pleased with the quality, level of services available, and the true care by our staff.

If you have questions or feedback, please contact me at (509) 382-9355.



Rehabilitation is Expanding for You

CCHS is excited to have a staff of four Physical Therapists and a new Occupational Therapist to complement our service to the community. We have seen a 21% volume increase in the department from 2009 to 2010. Way to go Rehab. Staff!

Operational Update

CCHS'S Board and Leadership Team are working hard to put a three year strategic plan into place. Some of the issues we are facing are an aging facility as well as financial challenges. We will continue to see reductions in reimbursement from the state as they face a difficult budget cycle. Our staff has done a great job in finding ways to reduce expenses without compromising quality of care. We are also gearing up for healthcare reform which will change the reimbursement structure as well as the delivery of healthcare. Our greatest strength is our staff and we will continue to focus on staff development and quality improvement. We have employed a QI Director and many new Human Resource initiatives are being developed to strengthen our team.

Services Offered at CCHD

- Clinic Practice - Dayton
- Clinic Practice - Waitsburg
- Emergency Room
- Inpatient Care
- Swing Bed
- Nursing Home
- Respite Care
- Laboratory Services
- Radiology
- CT
- MRI – Thursdays
- Clinical Dietician
- IV Infusion Therapy
- Physical Therapy
- Occupational Therapy
- Speech Therapy

Board of Commissioners

- Ted Paterson – President
- Jack Otterson – Vice President
- Lisa Naylor – Secretary
- Blaine Bickelhaupt - Finance
- Jim Kime - Finance

List of Providers

- Dr. Michael Luce-Dayton
- Dr. Heidi Shields-Dayton
- Dr. Kyle Terry-Waitsburg
- Dr. Andy Park-Dayton
- Dr. Barry Kellogg-Dayton
- Dawn Meicher, ARNP-Waitsburg
- Alina Niculaescu, PAC-Dayton

Hospital Auxiliary Opportunities

Join the fun in giving back to your district hospital. Several service opportunities available. Please contact Aleta Shockley at 382-2137 for more information. Our auxiliary does a wonderful job and is greatly appreciated.



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www.cchd-wa.org
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