



Mason Health

Mason General Hospital • Mason Clinic

To: Board of Hospital Commissioners
From: Eric Moll
Date: July 27, 2021
Subject: Consent Agenda

Consent agenda for Tuesday, July 27, 2021

Approval of the Bills:

General Fund	2220724 – 2221117; 0242320 – 0242333	\$4,605,381.08
Employee Medical	20008 – 20010	\$ 581,373.36

Mason General Hospital write offs for the month of March 2021 in \$863,785.67 and April in the amount of \$566,114.89.

Mason Clinic Eye Care, Orthopedics, Pediatrics, Women’s Health, Podiatry General Surgery write offs for the month March 2021 in the amount of \$45,188.06 and April in the amount of \$30,807.15.

Mason General Hospital Family Health Clinic, Olympic Physicians, Shelton Family Medicine write offs for the month of March 2021 in amount \$32,507.51 and April in the amount of \$27,372.04.

Hoodsport Clinic write offs for the month of March 2021 in the amount of \$1,709.26 and April in the amount of \$1,506.70.

Walk-In Clinic write offs for the month of March 2021 in the amount of \$148.50 and April in the amount of \$306.51.

Miscellaneous

Healthcare Champions Award:

Please join me on the evening of August 31st for the Healthcare Champions Award presented through the Mason-Thurston Medical Society. For Mason County, they will be honoring the collaborative vaccination program between Mason Health and Mason Public Health. I will be MC’ing the event again this year (I took a couple years off). The location is the Indian Summers Golf Club. We will provide more information as we get closer.

COO

As we have mentioned previously, Dr. Ross Vogelgesang from Alliance Pain Center in Olympia began seeing patients in Mason Clinic last month. Dr. Vogelgesang is here each Wednesday, with his number of patients varying from two to seven over his first few weeks. Dr. Vogelgesang will perform surgery at Mason Health one Friday per month, with his first surgical day being July 16th, in which he did two cases. As with the beginning of any new service, there are improvements to be made including making sure we have the most suitable space for his practice workflow, making sure our Primary Care Providers are aware of Dr. Vogelgesang's capabilities, and streamlining the referral process.

Through the Customer Service Program and patient satisfaction surveys in Mason Clinic, we are increasing our efforts in employee recognition. One of the more visible is what we refer to as our "Voice of the Patient Award", which recognizes one individual in Mason Clinic (Staff or Provider), having been mentioned in patient survey comments for providing exemplary customer service. This individual is recognized on a quarterly basis, with their picture along with the patient's comments on a 24" x 36" board placed on an easel with balloons, located in the lobby of Mason Clinic. The last quarter's recipient of this recognition is Megan Freeman, a Medical Assistant in General Surgery. Among the comments made about Megan on the patient surveys was "goes the extra mile to answer questions in a timely manner"; "appreciate Megan's help in obtaining and submitting referrals"; and Megan helped navigate through my diagnosis, always being patient and prompt. She deserves a Gold Star".

CNO

I am pleased to report we have been able to begin implementation on our Nexus ED patient discharge service. The barrier was the interface between Nexus Transition Services and Cerner so the company could get the information they needed to contact patients. Our Data Base Admin analyst, Won, is able to create a report we can send to the company daily. This will avoid the expense and time of an interface. We hope to have this service implemented by September. Nexus will contact all discharged ED patients within 72 hours. They will help answer post discharge questions the patient may have, customer service, and help facilitate post discharge appointments with their providers if necessary.

ED patient satisfaction remains at the 60th percentile despite the higher volumes we're experiencing. Inpatient is at the 80th percentile. Nurse staffing has continued to be difficult. Managers are working night shifts to fill holes, which, is not sustainable. We are actively recruiting the recently approved and posted 'resource nurse' positions. We are also partnering with our Traveler Agency company- Aya for permanent placement recruitment. They should have some viable candidates in the next week.

Nicole and I presented to the Shelton Rotary club last week. The presentation was an overview of the district's past, present, and future. It was very interactive with lots of questions. The CNO Rural collaborative met on Friday, July 23rd for the first time in person. We discussed staffing, capacity constraints, etc. I attended a Turning Pointe board meeting as well. The Arts Commission is now working on artwork for the hospital. MSP staff are providing photos and the Arts commission is in the process of choosing 23 photos focused on Mason County. We are also discussing a weeklong auction of arts and crafts. This is in the brainstorming phase so more to come.