



Mason Health
Mason General Hospital • Mason Clinic

To: Board of Hospital Commissioners
 From: Eric Moll
 Date: November 22, 2022
 Subject: Consent Agenda

Consent agenda for Tuesday, November 22, 2022

Approval of the Bills:

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|------------------|-----------------------------------|----------------|
| General Fund | 2233876 – 2234285; 242976 -242996 | \$6,513,683.56 |
| Employee Medical | 20094 – 20096 | \$ 808,704.33 |

Mason General Hospital write offs for the month of October 2022 in the amount of \$320,085.46.

Mason Clinic Eye Care, Orthopedics, Pediatrics, Women’s Health, Podiatry General Surgery write offs for the month of October 2022 in the amount of \$17,725.85.

Mason General Hospital Family Health Clinic, Olympic Physicians, Shelton Family Medicine write offs for the month of October 2022 in the amount of \$29,244.64.

Hoodsport Clinic write offs for the month of October 2022 in the amount of \$1,343.16.

Walk-In Clinic write offs for the month of October 2022 in the amount of \$9,562.47.

Miscellaneous

Kicking off a new focus on the Patient Satisfaction/Customer Service initiative in Mason Clinic, we have focused on Access to making an appointment and getting into the Clinic and Moving through the Visit. These are two areas identified for making the most improvement in our overall satisfaction result. Every three to four weeks, we host Customer Service huddles focusing on a different topic important to the patient. The first two huddle sessions focused on Courtesy and Patient Wait Times. We shared an article – Why Wait Time Matters – with each employee so they have an understanding of the patient’s perception of wait times. This article is included in the Board Packet.

Included in this initiative is to make the atmosphere of Mason Clinic more inviting and comfortable. A small group of staff members are focus on the entry, lobby, and new decorations

to help achieve this. We are also installing a Welcome banner behind the registration desk, of which a copy is included in the Board Packet.



As of the Board of Commissioners meeting, the Rehabilitation Services Department will have completed their move and begun seeing patients in the former Shelton Family Medicine Building. This space is almost double what these staff members have been working in, and it has turned out as nice as we could have hoped for. The Commissioners are invited to a Ribbon Cutting at this new location on December 13. On a side note, the Arts Commission - with guidance from Jennifer Capps - went through the process of renaming this building and settled on "Cedar Building". This way we don't have to refer to it as the former Shelton Family Medicine Building.

CNO

We are currently working on a 2023 staffing and retention A3/Action plan. This is not included as one of the nine strategic initiatives, however, there is continuing work from 2022's SI Action Plan.

Inpatient: Working on conducting fall audits. Quality is investigating whether patients with intentional falls due to behaviors constitutes a reportable fall. So far, it appears these do not constitute a fall and should be eliminated from reporting. We should have the final direction from the State in the next couple of weeks. This will significantly reduce the number of falls.

Current Flu Vaccination compliance is 62%. Masking continues to be a requirement for all staff.

Community: Attended Thurston/Mason CTE advisory meeting.