

PVH NEWS

Administrative News

February 2014

Strategic Goals for the Facility

At the February 12, Board of Directors meeting, the Palo Verde District Board unanimously approved the proposed three year Strategic Plan for the facility. The plan provides a general “road-map” for the facility in terms of the proposed goals for business, clinical, and support systems .

Included in the plan was an overall economic outlook of the potential impact of healthcare reform. The facility wrote off approximately \$5,000,000 in uncompensated care during the past year and Medicare reimbursement is not expected to increase at a rate that would match expected operational cost increases for the facility.

The strategic plan incorporates financial goals, customer service goals, business strategies, and clinical strategies. An overview of the goals are as follows:

- Open the rural clinic and apply for federal grants to help defray the cost of uncompensated care.
- Promote a culture of safety within the facility and improve customer satisfaction.
- Improve clinical outcomes.
- Implement a telemedicine program for psychiatric services
- Recruit physician specialists
- Implement a state-funded Comprehensive Perinatal Service Program
- Achieve hospital accreditation
- Update the Charge Description Master

During the second quarter of 2014, the hospital will strive to achieve hospital accreditation through Det Norske Veritas [DNV] Healthcare Inc. Hospital accreditation, when achieved, is awarded for 3 years although DNV, after the initial survey they will conduct an annual unannounced survey to validate continued compliance with meeting standards.

DNV standards incorporate the federal regulations for health care facilities as established by the Centers for Medicare and Medicaid Services, as well as additional standards established by DNV.

As part of the accreditation process, the facility will be required to comply with additional standards for ISO-9001.



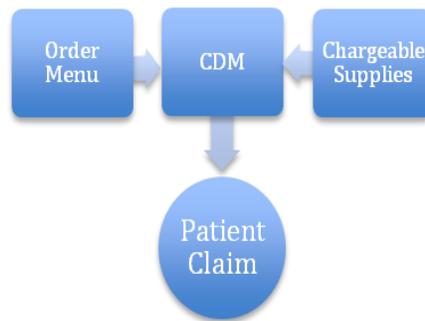
In This Issue

- Strategic Goals
- DNV Accreditation
- Charge Description Master (CDM)
- Dietary Department
- Advance Directives

Charge Description Master (CDM)

The charge description master (CDM) plays an important role within a hospital. The CDM contains a comprehensive list of charge codes for items that could be billed to a patient, payer, or healthcare provider. There is a separate charge code for each procedure, test, and chargeable supply. These charge codes are linked to item descriptions, prices, CPT codes, and billing modifiers. Annually, the Palo Verde Hospital's CDM is provided to the Office of the Statewide Health Planning and Development agency as required.

During a patient's stay hospital staff in areas of nursing, emergency room, surgical services, obstetrics, and ancillary departments select orders or tests from their order menus, which are linked to charge codes. This charge code information is included in the patients' claims for the Patient Accounting Office to prepare and bill.



We recently started the review and update of the charge description master as part of the HFS Implementation contract. HFS representatives will visit the hospital 1-2 times during the project as majority of it will be conducted off-site. This is a comprehensive project which incorporates the following:

- Updating the department order menus
- Educating managers on their CDM and charging
- Reviewing and implementing level charges
- Evaluating chargeable supplies
- Activating and inactivating charge codes as appropriate
- Updating CPT codes and modifiers
- Pricing reviews
- Updating policies and procedures

The expected completion of this project and strategic goal is April, 2014.

Karen Rowell joined the Palo Verde team in February of 2002 as a cook supervisor. At the end of the Sodexo Food Service contract in the 3rd quarter of 2013, Karen and other members of the dietary staff became hospital-based employees.

Karen, according to administrative staff, exhibited a profound commitment to making the transition a smooth one. According to the hospital CEO, "Karen exhibits an ongoing willingness to do things right. She treats every situation as important, and demonstrates a strong sense of service to others."

Karen, as part of her commitment to personal and professional growth, will enroll in a dietetic technician training program approved by the American Dietetic Association. This is part of her commitment to bring added value to the department and facility.



Her dedication to Palo Verde Hospital is evident. We are proud to have her as a member of our team!



According to the hospital CEO, Karen Rowell, Dietary Manager, and members of the dietary staff define the true spirit of Palo Verde Hospital. Achieving a 98 out of a possible 100 percent score, graded by the Department of Environmental Health from a recent unannounced inspection, the score validates the staff's dedication to ensuring quality and safety for our cafeteria services.

Using a food safety checklist, the Riverside County inspector evaluates compliance in 53 categories. Patients, visitors and staff are the beneficiaries of such an outstanding achievement.

Make Your Wishes Known

It is important to make your wishes about health care known to others in the event you are faced with a condition or situation in which **you are unable** to do so. Healthcare provider, family, and friends, are legally bound to carry out your wishes as to whether you would accept or refuse life-sustaining treatment when you have executed an advance directive.

An executed *advance directive* or *durable attorney for health care*, designates or appoints a substitute person [proxy] to make health care decisions on your behalf. Adults have the right to control their medical treatment as long as they are mentally competent to do so. An advance directive gives you more control about your medical care in the future.

In 42 states, according to analysis by the American Bar Association's Commission on Law and Aging, **Five Wishes** is a document that, when completed, meets the legal requirements for an advance directive.

Wish 1: The Person I want to Make Care Decisions for me When I Can't

This section designates the person you want to be your health care agent, surrogate, representative, or health care power of attorney.

Wish 2: The Kind of Medical Treatment I Want or Don't Want

This section is considered to be a living will. You define what life support treatment means to you and what you want carried out. For example, if you have a terminal or incurable illness, do you want tubes, mechanical, or artificial devices to prolong or sustain your life?

Wish 3: How Comfortable I want to Be

Comfort care such as pain management and supportive measures are addressed here.

Wish 4: How I want People to Treat Me

This section addresses personal matters. Do you want to be home? Matters of the heart can be addressed, such as forgiveness, spirituality, or religious practices.

Wish 5: What I want My Loved Ones to Know

This section deals with final wishes, even funeral arrangement. Do you want burial or cremation?

Signing and Witnessing

The final portion of the document deals with signing and witnessing. Some states require notarization which will be indicated in the document.

Other Forms of Advance Directives

A living will is the oldest form of advance directive. and addresses the course of treatment that you want followed by health care providers and caregivers. A durable power of attorney assigns a health care proxy who has the right to accept or refuse treatment on your behalf but only when you are unable to do so. When you execute an advance directive, you have made your decisions known in advance. Organ and tissue donation can also be addressed.

Adults, regardless of age, should consider executing an advance directive. Healthcare professionals must honor your advance directive unless they believe that what is written is against your best interest or when your wishes are inconsistent with moral or religious reasons. Once executed, you should provide a copy of your advance directive to your proxy, your healthcare provider, your healthcare institution, and key members of your family.

http://en.wikipedia.org/wiki/Five_Wishes
www.caringinfo.org