

**JUNE
2011**



**St. Francis Hospital
&
Health Services**
*1996, 2004 & 2008
Missouri Quality
Award Winner*

Dr. Pat & Teri Harr win SSEmy Award at the 2011 SSM Leadership Conference

The SSEmys recognize individuals and teams for every-day actions they undertake to reveal the healing presence for our patients and for one another. The individuals and teams are nominated by their entities, and were honored at the [2011 SSM Leadership Conference](#).

To listen to the speech that Dr. Harr & Teri presented, visit www.ssmhc.com.



Dr. Harr, Sr. Mary Jean Ryan, and Teri Harr

Speech Therapy Helps Patients Put Their Best Voice Forward

The ability to speak with one another is a very human characteristic. Speech and language problems can affect anyone of any age at any time. Susan

Long, MA, CCC-SLP, provides speech and language pathology services at St. Francis Rehab & Sports Medicine to those suffering with

communication impairments. She will quickly tell you that the rehabilitative services she provides include much more than speech. The programs she offers include stroke rehabilita-

tion, voice problems, traumatic brain injury, oral motor skills, and swallowing disorders.

Swallowing is as necessary to life as breathing. When a person has a swallowing disorder, there is always the danger of food or liquid going into the lungs

rather than into the stomach. Utilizing comprehensive assessments including a swallowing study using a videofluoroscopy (moving x-ray) exam, disorders are identified

and follow-up treatment developed to improve function.

Depending on each patient's needs, speech, language and/or swallowing evaluations are conducted with the results determining the patient's individualized plan of care. When speech conditions are identified, the plan of care may include aspiration precautions, swallowing strategies, therapeutic exercise, and cognitive and communication retraining.

Long works with a variety of patients including hospitalized, outpatient, and home care patients. She sees patients from age one to 101. She also works with area schools.

"I enjoy working with pediatric patients and school-age

(Continued on page 4)

We value your input. Please send your comments to:

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Pediatric patients, Ethan and Jacob Scott, visit Susan Long, MA, CCC-SLP, for speech and language difficulties.

June Birthdays

Pat Atkin
 Kristina Bradley
 Jennifer Burns - Tunnell
 Donna Dean
 Brenda Farnan
 Elynn Fuller
 Carol Heglin
 Paula Holtman
 Vivian Howell
 Cindy Lanez
 Barb Ledbetter
 Nicole Maughan
 Billye McCrary
 Louise Neff
 Duston Noland
 Debra Roelsz-Law
 Dr. Chris Sporleder
 Annessa Stigns
 Melissa Stigns
 Tina Stiff
 Laura Thomson
 Louise Walker
 Dr. Susan Watson
 Brandy Wolf



**President
 Gray Cox**

Gray Matter

As I write this note we are in the process of announcing the system-wide changes whereby our hospital billing services will be relocated to St. Louis. As a system, it is anticipated that these changes will result in \$50 million of savings and improved revenue over the next five years.

On a personal/human level, however, it affects the lives of some of our staff significantly. I feel it important in this issue of the Heartbeat to encourage all of our family to offer the most support possible to these individuals. You can be sure we will use our best efforts over the next 15 months to place those affected into vacant positions. We all need to be sensitive too and supportive of these folks as we go through this transition.

Welcome to St. Francis

Abbey Gould
 ER

Brandi McElroy
 OB

Amber Spire
 Mental Health Services

Jennifer Greiner
 OB

Caitlin Phillips
 ER

Sterling Swayze
 Preschool

Molly Grundstrom
 Med/Surg

LaDonna Prime
 Respiratory Therapy

Claire Weissenburger
 Respiratory Therapy

Sara Heckman
 ER

Korrine Schmitz
 FHC Nursing

Jessica Whaley
 Nutritional Services

Cindy Lance
 OB

Christy Schneider
 FHC File Room

Brandy Wolf
 Mental Health Services

Kaitlyn Loughhead
 Preschool

Morgan Shipley
 ER

~ We're Glad to Have You! ~

Please Support the Word of the Month

Citizens of NW Missouri have come up with 12 character traits that are essential in creating a culture of character. St. Francis Hospital & Health Services was asked to help set the PACE (Partners Achieving Character Excellence) by joining with other businesses and schools to demonstrate character excellence in the region.

NW Missouri Culture of Character Trait of the Month

June Confidence – freedom from doubt and believing in yourself



Notes of Thanks & Congratulations

I would like to thank my St. Francis Hospital & Health Services family for their support during the tragic loss of my father, Gary E. Schneider.

I appreciated your prayers, cards, visits, memorials, flowers/plants, food and thoughtful messages. A special thank you to Nancy Lawyer and the Pharmacy Department, Teri Harr and to Kristen Holaday who was my saving grace, I don't know what I would have done without her.

Your kind and thoughtful expression of sympathy is deeply appreciated and gratefully acknowledged. I am truly blessed to work here with such caring people.

Thank you so much!

Suzi Schneider-Anderson

SSM Health Care was recently recognized in a Thomson Reuters study as being among the top fifth of health care organizations from across the country. The "Thomson Reuters' The 100 Top Hospitals" program recognizes organizations that achieve the highest national scores based on nine separate measures of hospital performance—operational, clinical and financial—that affect patients as well as the quality of care in the community. The results of the annual study were released in this week's issue of *Modern Healthcare* magazine.

St. Francis Preschool Graduation



St. Francis Preschool & Child Care held their annual Pre-K Graduation on May 12 at the Maryville Middle School.

Fourteen students graduated from the program including: Brenzlie Bringus, Tatum Burson, Carson Conway, Alana Crawford, Kyler Ditamore, Kaiden Edick, Noah Madden, Sydney Marriott, Payton McGinness, Casey Phillips, Rosemarie Saylor, Sydney Sanders, Leland Woodruff, Jaycob Zielinski.

Preschool Director Cindy Sons and Pre-K Teachers Joyce Ward and Becky Egbert conducted the ceremony.

Mission Exceptional Recognition

Karen Akins
Stefanie Backman
Nancy Barnes
Jan Beeman
Devin Coffelt
Mary Marriott (2)

Marsha Maudlin (2)
Audra McIntyre
Cathy New
Kim Newberry
Myk Segura
Sharla Sievers

Rhonda Sybert
Dr. Shaw Tang
Anita Walker
Becky Wilson



News & Announcements



Did you know that St. Francis has a Facebook Page?

Check it out and find information on what's going on at our hospital!

Go to:

www.facebook.com/stfrancishospital

and "Like" us to become a fan!



this i believe

As many of you may or not be aware, St. Francis is once again submitting an application for the Missouri Quality Award. Billye McCrary and I have taken this task on for the last several attempts as primary editor and publisher. We have the various teams submit the category drafts then Billye and I (mostly Billye) work to combine the sections into a cohesive document, and then we work to put the appropriate graphs in Category 7 "Results" to demonstrate how well we are doing in the previous categories (Leadership; Strategic Planning; Customer Focus; Measurement, Analysis, and Knowledge Management; Workforce Focus; and Operations Focus). You might think that this should be fairly easy since we've done this so many times. Well you see, they (Excellence in Missouri Foundation in keeping with the National Baldrige Quality Award) keep changing the criteria. However, I digress.

The reason I am speaking to all this is that it amazes me each and every time we develop our MQA application, what an outstanding, quality organization St. Francis is. Did you realize that St. Francis is one of the top ten hospitals in the state of Missouri in both clinical outcome scores and patient satisfaction (HCAHPS) rankings (according to the HealthInsight.org)? Currently we're tied for 4th in clinical outcome scores and place 8th in HCAHPS ranking. WOW!

How can anyone not believe in a healthcare organization that works so hard to make sure our patients are receiving the very best in care at a level of satisfaction that surpasses over 90% of hospitals in the country? Thank you to everyone for the exceptional job you do each and every day to make St. Francis an exceptional organization. *I believe in you and I believe in St. Francis.*

Rita Miller

Speech Therapy Continued...

(Continued from page 1)

children with speech or language impairments, or other developmental delays. There is never a dull moment with this age group," says Long.

In all, Long averages 20 to 50 therapy sessions per week. Her workweek varies to meet the needs of the patient.

"I'm here (at the hospital) depending on the patient or family's schedule," Long advises. "I love what I do, and love the variety of patients and families I encounter. It can be challenging but it is also rewarding."

Patients who have suffered a stroke or other brain trauma are at risk of developing aphasia, a condition that leaves them unable to express thoughts. People of all ages can stutter or have problems with their voice. When patients have communication problems, they can struggle with expressing their daily needs or exchanging thoughts and ideas with others. Patients with language expression or comprehension

problems have difficulty conveying and understanding messages either orally, in written form or through gestures or facial expression. Patients that have cognitive concerns suffer with thinking skills and awareness of one's surroundings, sustained attention to tasks, memory recall and the ability to solve problems during daily activities.

Speech and language problems are serious. Sufferers become isolated and are frustrated with efforts to learn and grow. When speech, language expression, and cognitive skills work cohesively together, they produce effective communication.

"I am rewarded everyday in the successes of my patients," Long concludes. "There is nothing more exciting than a patient working hard and regaining the skill that they've lost."

For more information on speech therapy or other rehabilitative programs offered at St. Francis Rehab & Sports Medicine, visit www.stfancismaryville.com.

News & Announcements

Healthy Lifestyle Programs at St. Francis

In the United States, more than two-thirds of adults and one out of every five children and adolescents are overweight or obese. Excess weight has a big impact on your overall health, including increasing the risk of high blood pressure, heart disease, and diabetes. Fortunately, lifestyle changes including healthy eating patterns, increased physical activity and weight management often improve the risk factors associated with being overweight.

St. Francis is offering two different Healthy Lifestyle Programs. The first program focuses on overweight children and their family. It involves weekly group educational and activity sessions that will be attended by at least one parent and the child. As a group, the goal is to support one another and take the presented education and adapt it to fit family needs.

The second Healthy Lifestyle Program is for adults. After an initial consultation which includes analysis of your metabolic needs, patients will meet weekly with the nurse to evaluate progress and learn new tools to help them succeed in maintaining a healthy lifestyle. Simple changes in their lifestyle can often decrease the long term effects of excess weight on their body.

The team will evaluate the patient's resting metabolic rate at the initial visit to help determine their daily caloric needs.

Patients must be referred to the Healthy Lifestyles program by their primary care provider.

SSM announces creation of new corporate department.

SSM announced today the formation of a new corporate Patient Business Services department. This new department will consolidate services currently at the entities that assist patients with the financial part of their hospital stay. After extensive evaluation, SSM determined the consolidation would provide more consistently exceptional patient service and enable SSM to become more effective in receiving payment from insurers and others.

Some 800 SSM employees will become part of Patient Business Services, headed by a new corporate vice president. Billing services for Missouri and Oklahoma hospitals will be consolidated in the Patient Services Center in St. Louis. Billing services for Wisconsin will be in Madison, Wis. The participation of St. Mary's Good Samaritan, Inc. in Southern Illinois has not been determined.

About 77 non-manager positions will be relocated to St. Louis and Madison. Those employees who choose to relocate will receive financial assistance to help them. Thirty-six management jobs will be eliminated, but those managers will be eligible to apply for management jobs in the new corporate department. Employees who currently work face-to-face with patients (scheduling, registration, financial counseling) will remain at their individual hospitals, but they will become part of the corporate department.

SSM examined best practices at hospital systems around the country and found considerable opportunities for improvement. Consolidation will result in the following:

- ◆ A consistent approach to process design, training and performance management that provides an exceptional patient experience.
- ◆ The ability to rapidly adjust for increasingly complex government regulations.
- ◆ More effective use of outside vendor services.

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2nd Annual Employee Picnic

JUNE 18th

BEAL PARK ~ 4PM - 9PM
SWIMMING ~ 7PM - 9PM

Please RSVP to
your Manager

PRIZES!!

Bring Your
Lawn Chair!

Please bring a
side dish.
Meat and
Beverages will be
provided.

INFLATABLES!
Fun for the kids!

Bring Your
Towel!

News & Announcements

TOWN HALL MEETING

~ PATIENT BUSINESS SERVICES ~

TUESDAY, JUNE 7TH
FRANCISCAN ROOM

Opportunity for staff to interact &
have open discussion with Gray.

These meetings will not be open house style. Please arrive on time and plan on staying for the entire meeting.

9AM - 10AM
3PM - 4PM

**Countdown
To EPIC**

303 DAYS!!

Joint Commission Trivia Contest

This week marks the beginning of the Joint Commission Trivia Contest! Each week a set of Joint Commission trivia questions will be distributed to each department's manager. Your manager will then distribute these questions to the employees in your department and your department will work as a team to answer these questions. Once they are answered, your manager will send in the answers for your department. At the end of the month the correct answers will be tallied and **the department that has the most questions answered correctly for the month will win a prize!**

Although new questions will be sent out weekly, there will only be winners/prizes every **month**. In order for your department to win, make sure your department has the answered questions emailed in by the last day of the month. Correct answers will be tallied and results will be announced soon after. If you have any questions, email Susie at susie_smith@ssmhc.com or contact your department manager.

SSM Home Care Palliative Care Program: Caring for those with life threatening illnesses and their families

SSM Home Care system wide is offering to the terminal ill a program to assist patients with their terminal illness by means of controlling symptoms, counseling guidance and support by means of a social worker and chaplain. SSM Home Care at St. Francis Hospital is ready to implement this program.

Our Palliative Care program focuses on relief of the pain and other symptoms of one's serious illness. The goal is to prevent and ease suffering and to offer patients and their families the best possible quality of life. Palliative Care is not dependent on prognosis. Care can

be at any stage of the illness and at same time as curative and life-prolonging treatment is being provided. Palliative Care services reflect our mission: "Through our exceptional health care services, we reveal the healing presence of God."

Palliative Care may be right for those patients who suffer from pain or other symptoms due to a serious illness. Serious illnesses may include but not limited to: cancer, cardiac disease, respiratory disease, kidney failure, Alzheimer's and other dementias, Parkinson's, stroke and other neurological dis-

eases.

Patients who generally have a deteriorating medical condition and are likely to need assistance with symptom management are eligible for Palliative Care.

Choosing Palliative Care is a very personal decision. Patients should speak with their primary care physician and his/her family to get their support.

For more information contact SSM Home Care at St. Francis Hospital Debbie Herring 660.562.7904

News & Announcements

SSM 2011-2013 By the Ten ICD Numbers

The department of Health and Human Services (HHS) has mandated the replacement of the ICD-9-CM code sets currently used by medical coders and billers in the United States to report health care diagnoses and procedures. Effective Oct. 1, 2013 all these code sets will be replaced by the newer ICD-10 codes.

SSM Health Care is beginning its transition to ICD-10 TODAY!

The move will coincide with the implementation of Phase two of the EPIC electronic health record, which will add revenue cycle and scheduling capabilities to the clinical modules of the EHR. By 2013, SSM Health Care will have completed a massive clinical transformation that will include phase one and two of the EPIC system, as well as the transition to ICD-10.

Below are some quick facts that will help put the ICD-10 transition in perspective.

October 1, 2013: The date when ICD-9 coding transitions to ICD-10 and SSM Health Care will begin using the new code sets for diagnoses and inpatient procedures.

~ 14,000 The number of diagnosis codes in ICD-9 CM

~ 70,000 The number of diagnosis codes in ICD-10 CM - - **500% increase in codes**

820.8 This is a sample ICD-9 CM Diagnosis Code: Fracture of unspecified part of neck of femur, closed { 3-5 mostly numeric characters - - 1st position can be alpha }

S72.001A A sample of the more complex and more specific ICD-10 CM Diagnosis Code: Fracture of unspecified part of neck of right femur, initial encounter for closed fracture { 3-7 characters - - any position can be alpha }

< 4,000 The number of ICD-9 PCD Procedures Codes

~72,000 The number of ICD-10 PCD Procedures Codes - - **1,800% increase in codes**

>120 Interviews conducted throughout SSMHC involving >400 people

218 The number of computer applications that need to be reviewed for ICD-10 readiness - many will need upgrades.

46 Managed Care Contracts that contain or are affected by ICD-9 codes & will need to be reviewed and re-negotiated.

>110,000 Hours of education that will be required for training in ICD-10 prior to 10/01/2013.

The Tobin
Golf Committee
would like
to thank all of
the employees
and volunteers
for your help
at the
2011 Tobin
Benefit
Golf Classic!

Please look for the results in
the July Heartbeat Newsletter.

SSM announces creation of new corporate department continued...

- ◆ A reduced number of denials from managed care and government payors.
- ◆ A better ability to get paid fairly in a more timely manner for the services provided.
- ◆ A more consistent charity care process

SSM conservatively estimates the consolidation will result in more than \$50 million in savings and increased revenues over the next five years.

The rollout of Patient Business Services is timed to match the implementation of Phase II of Project Beacon—the financial piece—throughout SSM, which will extend into the fall of 2012.

St. Francis Clinic "Friends for Life"

1st Quarter 2011

The employees listed below were positively mentioned by our customers in the clinic patient satisfaction surveys.

Megan Barr	Dr. Golightly	Dr. Menendez	Heather Simmerman
Dr. Bomar	Natalie Hall	Dr. Mizera	Dr. Singh & Staff
Dr. Jane Dawson	Dr. Harr	Bev Noellsch	Dr. Sotomayor
Dr. Pat Dawson	Kathie Hurayt	Nursing & Front Desk	Dr. Sporleder
Julie Day	Michelle Kempf	Staff	Dr. Tang & Staff
Staci Drydale	Jennifer Linville	Sharon Paxson	Eric Willoughby
Dr. Feuerbacher	Gina Mackey	Dr. Runez	Dr. Wurm

St. Francis Hospital "Friends for Life"

1st Quarter 2011

The employees listed below were positively mentioned by our customers in Press Ganey patient surveys.

Jeff Akers	Ame Ebrecht	Michaela McNair	Connie Spencer
Amy Alexander	Mary Ebrecht	Paula McNeese	Teresa Sullivan
Marilyn Alexander	Brian Elston	Dr. Marcelo Mendoza	Brenda Swinford
Joshua Allee	Carissa Everhart	Dr. Kristyn Menendez	Dr. John Symonds
Dr. Alejandro Amante	Dr. Shellie Faris	Christine Moore	Dr. Shaw Tang
Bill Andel	Jean Farnan	Jill Moore	Sarah Thompson
Lacy Auffert	Dr. Michael Feuerbacher	Abby Murray	Donna Turnipseed
Kristine Barclay	Laurie Fuller	Martha Mustion	Andrea Ury
Bobbi Bartles	Pat Giffin	Katie Myers	Carla Vlieger
Nancy Barnes	Donna Gladstone	Estella Myrick	Anita Walker
Jan Beeman	Natalie Hall	Dr. Kyle Payne	Dr. Charles Webb
Charlotte Brown	Dr. Shirley Harris	Kathy Pivalal	Dr. Deborah Weems
Dr. Atta Butt	Chris Henggeler	Cindy Renfro	Julie Weiss
Dr. Byron Charles	Dr. Robert Hix	Jackie Ross	Kara Willnerd
Devin Coffelt	Elizabeth James	Rachel Rush	Becky Wilson
Dr. Jane Dawson	Lynn Mace	Jayla McGary	Gayle Yates
Dr. Pat Dawson	Nick Martin	Sharla Sievers	Jordan Young
Dr. Tom DiStefano	Ricky Maudlin	Mary Simmons	Cammi Zimmerman
Priscilla Drummond	Monica Mauzey	Jamie Smith	Shara Zion
Pat Dyer	Jackie McIntyre	Dr. Carlos Sotomayor	

Thank you for being
Exceptional!