

## **Report on Davis County Hospital Credentialing & Human Resource Activities Year 2008**

### **1) Performance Review of Employees**

The following data summarizes the employee yearly performance review outcomes for 2008:

The total number of staff, 196, (includes fulltime, part-time, and PRN) employees were on the hospital payroll as of July 1, 2008. The total number of completed yearly evaluations for 2008 was 174. Some reasons that the number of evaluations may not equal the total number on staff are: 1) some employees were still within their 3-month orientation period and were not due to receive an evaluation, 2) individuals who are employed on a PRN status may work only one shift in a period of several months, and therefore there is a minimal amount of contact for evaluation.

- The overall average rating for all evaluated employees was 74.6. "Meets Standards" is defined as receiving a rating of 50-79%. "Needs Improvement" is defined as receiving a rating of 0-49%. If an employee received a "needs improvement" rating, managers were asked to work with the employee on an employee improvement plan.
- Because of our involvement in the Medicare and Medicaid programs, we must review the List of Parties Excluded from Federal Procurement and Nonprocurement Programs at a minimum of every two years. With the 2008 annual employee evaluations, a review was completed on all current employees for any involvement in the Medicare/Medicaid Exclusion Lists. There were no current employees found on the list and therefore excluded from providing employment services.

### **2) New Hire Credentialing**

As of November 30, 2008 the Davis County Hospital in the year 2008 employed 54 applicants.

When a hiring decision has been made, there are various legal obligations to be checked or completed: work and personal reference checks, Iowa Criminal Background/Abuse Record, licensure check, and exclusion from federal programs. Once all of these paper checks are satisfactorily accomplished and a job offer is accepted, a drug test along with a pre-employment physical and TB test is completed.

- The hospital conducted Iowa Criminal Background Checks on all prospective new hires. All potential candidates for employment passed the criminal background check and no job offers were withdrawn due to this criteria.
- Licensure verification established that all new hires were current with their licensing Board.
- After a job offer has been accepted, the new hires have a 24-hour timeline to complete a drug test. One (1) new hire that completed the drug test was found not to be acceptable for employment.
- Again, because of our involvement in the Medicare and Medicaid programs, we must review the List of Parties Excluded from Federal Procurement and Nonprocurement Programs. None of the new hires were found on the list.

### **3) New Employee Orientation**

All new employees are required to attend an initial hospital-wide information orientation program. The orientation program is offered twice monthly and in addition, five special hospital-wide orientations were provided for new hires, to date, in the year of 2008. Hospital-wide orientation covers topics that provide new employees with a thorough understanding of the hospital's policies/procedures; relays information needed to perform their jobs safely and effectively; and supplies the hospital with State and Federal required documents.

### **4) Licensure Verification**

As of December 8, 2008, the hospital departments of Radiology, Pharmacy, EMS, Administration, Outpatient, Surgery, Respiratory Therapy, and Cardiac Rehab/Wellness report all employees current and in good standing with their respective licensure boards. Personnel in the departments of Laboratory and Respiratory Therapy have mastered various certification levels and will maintain that certification status.

Various departmental employees have attained a minimum certification in order to provide job duty requirements; also, others have earned additional certification or registration to perform at a higher level of expertise. Our employees within the departments of Radiology, Acute Care Nursing, Infection Control/Nursing Education/Employee Health, LTC Activities, Pharmacy, EMS, and Maintenance have been verified to be current in the attained certifications. (Some examples of the certifications: Certified Respiratory Therapy Tech, American Society of Clinical Pathologists, Certified Pharmacy Tech, Certified Dementia Practitioner, Certified Boiler Operators, Certified Pool & Spa Operator, Refrigerant Technician/Recovery, Hazardous Materials Operations, National Certified Activity Director, Health Care Quality, Human Resources, etc.)

## **5) Employee Turnover Rate**

During 2008, administration reported to the Board information on the monthly employee turnover rate. The 11-month employee turnover rate of January-November showed an overall turnover percentage of 1.57% (Required turnover information does not include the hospital's "temporary" or "as-needed/PRN" status employees for either hiring and/or terminations.) The hospital celebrated three retirements in the calendar year of 2008.

## **6) Recognition for Superior Performance**

The "Outstanding Performer Awards" is a quarterly (calendar) program that was set up for employee-to-employee recognition based on the following criteria:

- meeting or exceeding goals or responsibilities assigned;
- exceptional effort in exemplifying the mission, vision, and/or behavioral standards of Davis County Hospital;
- willingness to take on additional responsibilities;
- fostering increased productivity or increased efficiency;
- cost containment;
- cooperation; and
- superior customer service

Any employee may be nominated by another employee for this award. Nominations are made in writing with an explanation as to what the employee has done that makes him/her an Outstanding Performer. Three Outstanding Performers may be selected each quarter. The Outstanding Performer is awarded a certificate, \$100.00 check, and a \$10 punch ticket for meals in the cafeteria (or \$10 gas certificate). As of December 1, 2008 three management staff, four direct patient care staff, and one non-direct patient care staff have been selected for this award.

## **7) Recognition for Years of Service**

On January 19, 2008 a Recognition Celebration was held for 2007. 24 employees, in increments of five years, were acknowledged for their years of service. Anniversary pins were presented for 5 years (10 employees) 10 years (5 employees), 15 years (5 employees), 20 years (2 employees) 25 years (1 employee) and 30 years (1 employee).

## **8) Training Opportunities**

In January 2008 the first-ever amendments to the Family Medical Leave Act (FMLA) were signed into law by President Bush. Human Resources offered training to part time and full time employees on FMLA in 2008 to assure that employees understood their rights and responsibilities under the FMLA. As of November 30, 2008 147 employees have attended this training. There are additional sessions scheduled in December.

## **9) Peer Interviewing**

Peer interviewing for new employees was introduced in LTC, Dietary, and Environmental Services Departments in 2008. Training was held for the employees conducting peer interviews. 8 employees have been trained in conducting peer interviews. Peer interviewing will be used throughout the rest of the hospital moving forward. Training will be held throughout the rest of the hospital as needed.

## **10) Press Ganey Employee Satisfaction Survey**

Employee Satisfaction Surveys were conducted the week of September 29 – October 4<sup>th</sup>. Volunteers facilitated the surveys in the classroom. Employees employed at DCH before July 2008 were asked to participate in the survey. Of these 186 employees, 157 completed a survey, or 84.4 %. Employee meetings will be scheduled in the near future to put together an action plan based on the results of the surveys.

Pam Young  
Human Resource Department  
December 8, 2008

h/board report-year end

**Mercy Health Network – Central Iowa  
Board Report  
December, 2008**

**One-Call Transfer Center:** All of the Network hospitals now have the orange “One Call Transfer Center” software access buttons attached to their computers. The ER staff just need to tap the button and the screen pulls up with all the information that they need to offer their patients an easy transfer. ER staff can also access basic protocols, telephone numbers, print out maps for family members, etc.

**DIA Survey:** Lisa Rees from DIA has stated that CMS has agreed that CAH surveys will be conducted on an every five year basis. The Network has a Mock Survey Team available to conduct surveys of your hospitals and make recommendations. The team recently completed a mock survey at Davis County Hospital in Bloomfield.

**Physician/Student Rotations:** We are currently setting two types of medical rotations through our rural hospitals:

◦ **Resident Procedural Rotations:** This first trial rotation is to provide more “hands on” or procedural experience for our 3<sup>rd</sup> year residents here at Mercy. It will be a 1 month rotation and will move into different hospitals utilizing different physicians as their mentors. Our first rotation begins January 9<sup>th</sup>. We hope to expand this program after the trial rotation.

**Des Moines University Student Rotations:** This set of rotations would be included in their academic training and is still under development. This would offer the medical student a taste of rural practice early on in their education. The rotation would more than likely be at 1 hospital for a 4 week time period.

**Telehealth Council:** Mercy Health Network is working on expanding telemedicine to our affiliates. The different areas that we are looking at include but are not limited to: Tele-Pharmacy; Distance Learning; Tele-Dialysis; Tele-Mental Health; Pre-hospital Stroke Protocol, etc. This would allow your patients access to services that currently may be unavailable in your area or would improve collaboration between your physicians and Mercy physicians.

**Upcoming Affiliate Meeting Dates**

Wednesday, 12/10/08  
Friday, 12/12/08  
Friday, 12/12/08  
Friday, 12/19/08  
Monday, 12/22/08  
Thursday, 1/08/09  
January 18-21, 2009

HIM – Mercy Capitol Board Room  
CFOs – Mercy Capitol Board Room  
Radiology – Mercy East Tower  
CEOs – Mercy Capitol Board Room  
Stroke Initiatives – Mercy East Tower #7  
Lab Managers – Mercy East Tower  
Rural Health Care Conference – Phoenix, AZ



