

The Way I See It

7-30-16

I would like to thank **Deb Mcavoy** for going above and beyond by helping answer a question about our training programs while she was at home. Deb is always pleasant and willing to help with any question or concern that is brought to her. **(Submitted by Danita Rixen)**

When **Joan Adams** was leaving at the end of her shift she stopped and picked up some garbage that was laying in the parking lot and put it in the trash. It's so nice to see everyone caring about the patients/residents and the appearance of the facility. **(Submitted by Danita Rixen)**

The Business Office needed to perform a self-audit on hospital charges. **Joan Adams** helped out by going through a report and checking the charge sheets on every one of them over the past year. This is a tedious task so I really appreciate her help **(Submitted by Jessica Hanson)**

I would like to thank all of the **LTC Staff** for all you do for our residents every day! Also, thank you for working so professionally during this last survey! I am so proud to see each and every staff member willing to work with the surveyors so well and demonstrating that you are proud of your job and that you care about the resident. . **(Submitted by Gail Grondahl)**

Brianna Weinmann did an excellent job of stepping into the MDS Coordinator role this week, during our MDS Focus survey. She was diligent in producing all the information that was requested by Surveyors. She put her own needs and plans aside and put St. Aloisius first. **(Submitted by Gail Grondahl)**

I appreciate **Nathan Pitchford** for immediately stepping into the CMA Role when the CMA working had an immediate family emergency and had to leave. No one needed to ask him, he recognized the need and situation and filled this need. Thank you Nathan! **(Submitted by Gail Grondahl)**

Thanks to **Christy Arends** for pulling charts during the MDS survey. This is not something Christy normally does and I appreciate her willingness to jump in and help wherever needed. **(Submitted by Sandy Teubner)**

I would like to recognize **Kelsey Watson** for displaying a positive attitude and providing excellent care with compassion to our residents. **(Submitted by Brianna Weinmann)**

Thank you **Judy Titus** for playing the Piano while our residents were in the dining room, for supper. The expressions on their faces were priceless! **(Submitted by Brianna Weinmann)**

I would like to thank **Tonia Erickson, Courtney Heilmann, Deedee Kndutson, Lee Ann** for being supportive and assisting me while the survey was being conducted. **(Submitted by Brianna Weinmann)**

Thank You. Thank you to **Courtney Heilmann** for switching her day off to come in and help with the survey, it was much appreciated. (Submitted by **Brianna Weinmann**)

I had the chance to watch **Gail Grondahl** be a rock solid leader this week. Gail had every piece of information readily available and is already working on some recommendations. As I've said, I rely on Gail for guidance just about every day. She knows what right looks like and ensures we build compliance into everything we do. Thank you Gail for being an absolute professional!

I do not know about you but I get a little nervous when someone looks over my shoulder or checks on my work. Whenever my hospitals have been surveyed, I had an uneasy feeling right up until I received the results. This week I had none of that. I did not feel these feelings because I see how you touch, care for, and care about our residents. I have absolute confidence in our performance because I have absolute confidence in you. You, of course, did very well in the survey and I am grateful for all you do each day.

Gary Kennedy is the best facility manager/maintenance director I have ever worked with. I am pretty tough on those responsible for maintaining a safe physical environment. Gary takes care of all the routine preventative maintenance checks and services but he does much more. On any given day, I dump many problems on his desk. He continues to impress me in his ability to get them done and done right. Gary is supported by his maintenance, laundry, and housekeeping folks and you already know how incredible they are.

I did not get to write this note last week so I did not get the chance to thank the Business Office for planning and everyone for attending our employee cook-out. I actually sampled every salad on the table and could have eaten a plateful of each one. The food was incredible! I've tried to have similar events, in the past, but never got the kind of turnout that made it worthwhile. This one was certainly worthwhile and I look forward to more events like this. Thanks to all.

Upcoming Events:

1. We are in the window for the LTC State Survey. This week was a different kind of survey but it prepared us for the State Survey. These are unannounced but we expect we will be visited in August.
2. We have a potluck on 4 Aug at 1100 in the outpatient center. This event is in recognition of 1 year using Centriq. Everyone is invited so come on down!
3. I sat in on an organizational meeting for the Harvey Ambulance Service. We now have a Mill Levey to support the service and a community board to assist the service. This is great news because it all adds up to greater capacity for our Ambulance Service. We are fortunate to have such passionate EMTs and Paramedics looking out for us.
4. We are developing the 2017 budget and things are moving along well. As I mentioned, we are taking cuts in travel, marketing, and other areas that do not impact patient care or employee pay/benefits. I actually hope to grow some revenue so that we do not even notice the rate cut next year.
5. On 2 August, a surgeon from the UND rural surgical program will visit St. Aloisius. My goal is to identify procedures we can provide here with UND contracted surgeons. This will help us grow revenue and allow our community to receive care closer to home. I will keep you posted on our progress.
6. Just FYI, I will be out of the hospital/country from 17 Aug to 1 Sep.

All the best-Greg