

Summer 2010

QVMC Connections

A quarterly newsletter provided to our community and written by the staff, healthcare professionals, volunteers and foundation members of the Quincy Valley Medical Center



Kids enjoying the summer sun at the beach at Crescent Bar

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QVMC News

QVMC Leadership

We are proud to present the Commissioners and Foundation Board members of our organization.

BOARD OF COMMISSIONERS:

Anthony Gonzalez, Chairman
Randy Zolman, Secretary
Don Condit
Robert Poindexter
Darrell Van Dyke
Mehdi Merred, QVMC CEO

HOSPITAL FOUNDATION:

Verna Teeter, President
Ron Stadig, Vice President
Dalene Kunkel, Treasurer
Justin Ashley, Secretary
Larry Aliment, Director
Carol Bryan, Director
Mark Call, Director
Brett Henkle, Director
Jack Tobin, Director
Michele Wurl, Executive Director
Mehdi Merred, QVMC CEO

Administration

Dear Community Members:

We assembled our team in 2006, built new care practices in 2007, enhanced our profitability in 2008, and increased the availability of specialty services in 2009. In 2010, we are concentrating our efforts toward life safety and process improvements.

Since January, our employees have worked diligently to improve our facility preparedness to emergency and disaster situations. Through the guidance of a consultant, Bruce Merighi, we updated all our incident command policies and procedures while providing extensive training sessions to all our employees. Before the end of the summer, we are planning two table top exercises to monitor the application of our new response system. It is our intention to work closely with other city agencies, such as the fire and police departments, to enhance our preparedness to emergency conditions.



Mehdi Merred
QVMC CEO

Within the next few months, our facility will be spending a significant amount of time and resources toward the implementation of electronic medical records. As you are probably aware, the new health care reform mandates that by 2015 all hospitals and clinics must implement an electronic medical record application to manage the health records of their patients. The law also requires the software applications to track predetermined health data that will be monitored, extracted, analyzed and aggregately reported to the Center of Medicare and Medicaid. Starting in October 2010, the Federal government will be providing incentive programs that will help finance the implementation. In order to receive all available incentives, hospitals and clinics will have to be fully converted by October 2011. There is obviously a sense of urgency in order for our facility to fully take advantage of these incentives.

Since April, Sage View Family Care practitioners and staff members have been working with Shari Tastad from Pathways Coaching, to improve clinic processes and enhance the customer service in our clinic. Shari has been assessing all aspects of the practice and has already made recommendations to improve Sage View Family Care aesthetics, team spirit and functionality. Last week, we replaced our phone system to ensure immediate and complete receipt of our clinic patients' calls.

At the end of July, Department Managers, Administration and Board Members will analyze the fiscal viability of each individual department with the expectations to make all necessary financial adjustments. Our goal is for QVMC to remain profitable in its third consecutive year.

For the remaining of the year, I am looking forward to improving our services and delivering the care our community deserves. We know that with your continuing support, we will make a difference in our patients' and employees' lives.



Do you have a question for us? Send them via email to quincyhospital@inhs.org with the subject "Ask the Administrator". You may also submit your questions by mail to: **Quincy Valley Medical Center, c/o Ask the Administrator, 908 10th Avenue SW, Quincy, WA 98848.**

Red Wine & Blues 2010

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Sincerely,
Mehdi Merred, CEO

 Quincy Valley
Medical Center



QVMC Nursing News

It's hard to believe that we are already halfway through 2010. I don't know about you, but to me it feels like we just ushered in the new decade and here we are, already in July. The employees at QVMC felt this Summer Newsletter would be a good time to give you an update on what has been going on in our departments for the first half of the year, and give you a glimpse in to some of our plans for the remainder of the year. As always, if you have any questions or would like additional information on anything you read, please feel free to contact Michele Wurl, Director of Marketing and Public Relations, at 509-787-5349 or via email at quincyhospital@inhs.org.

News from the QVMC Nursing Department



Sarina Fahrner
CNO

It is hard to believe that I have been in the position of Chief Nursing Officer for a year. Upon reflection of this year, I have very positive feelings and much respect toward the nursing staff here at the Quincy Valley Medical Center. In 2010 we have adopted the motto of "Excellence in Patient Care."

I'm happy to say we have hired a core staff of nurses and nurses' aides this year. We are now utilizing substantially less agency nursing staff, resulting in reduced costs and improving the continuity of care for our patients. The nurses have taken ownership of their department and are making changes to improve patient care. To this extent they have formed three committees: Quality Improvement, Staffing/Scheduling and a Forms committee. The staff will continue to review these areas and focus on ways we can improve, both for our employees and for our patients.

Another focus for 2010, both within the Nursing Department and within QVMC as a whole, was to invest in our employees' continuing education. One of the ways we are meeting this goal has been the development of an in-house education program. All staff are encouraged to be up to date in their area of expertise. Emergency Room nurses are taking ACLS, PALS

and TNCC which are classes designed to prepare them for traumas and many other emergencies that come through our doors. By continuing our training, we are ensuring the highest level of care for our patients and providing higher acuity services to our community.

In 2009, 39 percent of our EMS runs were traumas. To put this in perspective, the state average was 8-12 percent. We have a high amount of traumas in this area due to the activities on the Columbia River, the Gorge concerts, serious motor vehicle accidents due to our road system, and serious farming accidents. We are currently writing an application to change our trauma status from Level Five to Level Four. What this means to you, as a community, is a hospital with a more educated staff which is prepared to handle many different traumas. MedStar was just here giving us a half-day education on pediatric traumas. We are updating equipment in the ER and the Foundation has supported our efforts through the purchase of many pieces of equipment. We are excited about this new designation.



Our Swing bed program, commonly referred to as the North Wing, is continuing to grow. This is a program that gives people extended stays for rehabilitation, long-term health care and end of life care. Due to our high quality of care and deep commitment to our residents, we now have a waiting list for this program.

Finally, we are starting to look at how we can improve our community outreach. Currently, we offer the Safe Sitter baby-sitting class and CPR to our community members. First aid classes are offered to many of our local businesses. Local high school students job shadow our nurses and we precept nursing students from our local colleges. In the winter we hold flu clinics for our local businesses and community. We will continue to do our best to provide Quincy with the resources needed to live healthy lives. If there is a course or service you are interested in QVMC providing, please drop me a note or contact Michele Wurl, our Director of Public Relations.



We thank you for your ongoing support and look forward to offering excellent services to you and your family.

-Sarina Fahrner
Chief Nursing Officer



QVMC Updates

News from the QVMC Physical Therapy Department



Amy York
PT Manager

The Physical Therapy Department (PT) has noted some changes so far in the year 2010. Some of these changes have been cosmetic and some have been equipment related. The first change is a beautiful mural which was painted for us by three high school seniors who chose us for their senior project. The mural theme is "Quincy Jacks" and the various sports in which they compete. There is a beautiful Quincy Jackrabbit in the center and each of the school sports, both girls and boys, is individually represented. There were many hours put into this project by these boys and the project was supervised by the talented artist, Kim Bacon of Wall Effects. The mural is a work of art on its own, but we hope to add to it by acquiring signatures from each of our high school athletes we treat here in therapy. We hope to get their signature and their number near the sport figure representing the sport in which that athlete participates. We hope to create an atmosphere which supports and honors our great Quincy Jacks high school athletes.

Another change was a donation which was received for the renovation of our Physical Therapy Clinic on the QVMC Campus. Funds were used for paint and cabinetry in the North Wing PT clinic. This clinic is used by our inpatient and long-term care population. We purchased some beautiful and very functional cabinetry to make our storage more efficient and to improve the appearance of the department. We were able to organize our wheelchair storage and increase our usable patient treatment area. Thank you to our wonderful donor for allowing us to complete this much needed update!



Finally, we were able to acquire some used Physical Therapy equipment from the Wenatchee Valley Clinic, which recently closed their Omak clinic. We were able to get a very nice recumbent bike which is currently in the North Wing PT location. We purchased a hydrocollator for the North Wing which is used to hold hot packs. We also acquired various small pieces of equipment such as rolling stools, step stools and some balance boards. We were able to get all of this equipment for very low prices and we are very grateful for that.

We thank you for your continued support of our PT Clinic. If you would like to see our facility, check out the new mural or just come say hello, please feel free to stop by our clinic located downtown at 406 South Central Avenue, across from Rotary Park. **-Amy York, Physical Therapist**

News from the QVMC Social Services Department



Wow! It has really been a busy quarter for QVMC. Our Activity Department has been busy and Rylie has been doing a wonderful job making sure the activities are being done on a daily basis. We still have the Olde Time Fiddlers who visit monthly as well as the Line Dancing Grannies, who come in once every other month. Thank you to the local churches that come in once a week to do church services for our residents. We are always looking for volunteers to help in the Activity Department. If you are interested, please contact Mary Nickel at 787-5531.

Team QVMC just finished up with Relay for Life and we raised \$2,633.31. Our goal was \$2,500. Thank you to all who participated and donated. We had 27 participants and a majority of them stuck it out the whole night.

Our next project will be getting ready for FCAD and sprucing up our North Wing patio for the residents. We are currently looking for volunteers to help with beautifying our patio so that the residents can start going out to enjoy the weather. Please contact Mary Nickel or Rylie Franks at 787-3531 if you would like to help.

-Mary Nickel, Social Services



QVMC Clinic News

News from SageView Family Care Clinic

Surgical Program:

Surgery has been busier this year than ever before. Our staff has been enjoying working with Dr. Steffens, our Independently Contracted General Surgeon, as well as with Dr. Michael Lee, the Podiatrist from Moses Lake who visits our Clinic every other week.

Additional Services:

We're very happy with the new services we have been able to bring in to our community. In 2010 we have brought in three Independent Contractors who offer their services through space in our SageView Family Care Clinic. These services are listed below, along with the current days they are visiting our clinic.

Massage Therapy - Kate Jones - Tuesday & Wednesday (for appointments call 509-670-0979)

Podiatry - Dr. Michael Lee - Every other Friday (for appointments call 509-765-4431)

Mental Health - Paul Pridmore - Monday (for appointments call 509-322-0993)

Clinic Services:

In 2010 the staff at SageView Family Care are focusing on customer service. We have brought in a consultant to assist us in reviewing all of our processes, our facility and our working relationships. While many of the changes will affect our existing practices, please pay particular attention to our new lobby design. We hope you enjoy the new look and have a very favorable experience at your next visit.

During this process we will be holding an in-service training on August 25 for our staff and practitioners. On this day our Clinic will be closed. We appreciate your patience and ongoing feedback and we are continuing to improve our skills and quality of care. We are thankful for your continuing support of our Clinic and please know I am always available to answer any questions at 509-787-3503.

-Colleen Canfield, Clinic Manager



Cosmetic Services offered at SageView



Are you tired of looking tired?

Rhonda Ramm can help.

Cosmetic procedures include:

- ↳ Dermal Fillers
- ↳ Botox®
- ↳ crows feet
- ↳ tear troughs
- ↳ deep folds
- ↳ frown lines
- ↳ brow augmentation
- ↳ horizontal forehead lines
- ↳ marionette lines
- ↳ cheek or chin augmentation

509-787-3503



QVMC now offers Direct Access testing

The following tests are now available without a doctor's order.

General Profile - \$42

Complete Blood Count (CBC)
Complete Metabolic
Lipid Profile

Thyroid Stimulating Hormone - \$20

Prostate Specific Antigen - \$20

Glycohemoglobin - \$25

Testing is available during the regular QVMC business hours of 7:00 a.m. - 5:00 p.m. Monday - Friday to anyone 18 and over. Cash or check payment is due at the time of registration.

Quincy Valley Medical Center

908 Tenth Avenue Southwest, Quincy, WA 98848 | Phone: (509) 787-3531 | Facsimile: 787-2016
Website: www.quincyhospital.org | Email: quincyhospital@inhs.org | Español: (509) 787-3531





Red Wine & Blues⁴

July 17 @ 5:30



@ Parties on the Green

I want to help....

Yes, I want to attend Red Wine and Blues and help support QVMC and the families of my community!

Please indicate the number of tickets you would like, complete the form and mail with your contribution to 908 10th Ave. SW, Quincy, 98848.

Number of Tickets	\$50.00 ea if ordered before 7/14; \$65 after 7/14	Total Cost

Name _____
 Street _____
 City / Zip _____
 Phone _____

Payment Options:

Personal / Business Check - Payable to:

Quincy Valley Medical Center Foundation

Credit Card (Check One)

Mastercard _____ Visa _____
 Account # _____
 Expiration Date: _____
 Signature _____ Date _____

Red Wine and Blues is an evening of fine food, rockin' music and great friends, all on over 200 acres of lush green grass. With all that room there is more than enough space to spread out, do some dancing and enjoy a beautiful summer evening in the Columbia Basin.



Returning for the 4th year in a row is Becki Sue and her Big Rockin' Daddies. Becki Sue and her band were voted the best local band in Western Washington & will be featuring songs from the 6/15/10 CD release!

For the first time, we have commissioned Wenatchee artist Kerry Siderius to paint an original work of art depicting Red Wine and Blues. Prints will be available for purchase at the event and proceeds for the evening will go to the QVMC Foundation.



New this year will be catering provided by Sunfire Grill. Sip on a glass of wine from Maryhill Winery as you enjoy peppercorn flank steak and grilled mahi mahi with mango salsa. It's an experience you don't want to miss.

Foundation News

A Message from the Foundation President

CONGRATULATIONS! TOGETHER, WE DID IT! WE DID IT! We reached our goal of raising enough money to purchase a bone density scanner for Quincy Valley Medical Center. We started this project in December of 2008 and were happy to bring it to completion with our first bone density scan in late June 2010. Congratulations and thank you to all of you who supported this effort with your sponsorship and participation in our fund-raising events, gifts, memorial contributions and donations. The device has been purchased, staff trained and the facility has launched its use. In addition, with your support, so far in 2010 the Foundation has financed the following items for the Medical Center:

- Temporal Thermometer (SageView Family Care Clinic)
- Video Recorder (QVMC Staff Training)
- Stryker Stretcher (QVMC Ambulance Service)

Although we are pleased and proud of these accomplishments, we are continuing our single, ongoing mission of supporting Quincy Valley Medical Center, the staff and health care in our community. The Directors of the Foundation are hopeful that you will continue to join us in this mission.



Verna Teeter



Most recently three incoming high school seniors, Karissa Arizmendi, Breck Field and Kaylee Keller did an excellent job of putting together a well organized, successful fund-raising golf tournament to benefit the Foundation. Congratulations and thank you to them, and thanks to all the sponsors and golfers who came out and supported their effort and the Foundation as well. Through everyone's efforts we were able to raise nearly \$7,000 for QVMC.

Currently, our generous sponsors are helping the Foundation bring back Becki Sue and her Big Rockin' Daddies for the fourth consecutive year to celebrate "Red Wine and Blues" and again promote health care in our district. I hope you can join us on July 17 at Parties on the Green for an excellent meal, music, venue and wine.

If you would like to get more involved, there are numerous ways to support our local hospital through the Foundation. Event sponsorship, participation in events, memorials and donations, gifts (the wish list on the hospital web site has specific needed items), scholarship development, and volunteering are just a few

methods. On November 13, the Foundation will host our biennial auction event, "An Evening of Elegance" so please mark your calendars and join us for an evening of food and fun. If you would like to get involved or have any questions, please call the Foundation's Executive Director Michele Wurl at 787-5349.

Thanks again for your ongoing support of Quincy Valley Medical Center, the Foundation, and health care in Quincy.

-Verna Teeter
President

Red Wine & Blues artwork

Since the inception of Red Wine & Blues four years ago, Wenatchee watercolor artist Kerry Siderius has been a part of the event. This year, Kerry donated a very special gift to the Foundation. Kerry used her amazing talent and painted an original work of art depicting our annual event (see picture to the left).

A limited number of 11x17 prints were made, signed and numbered and will be available for \$25 at the Red Wine and Blues event on July 17. All proceeds from these sales will go directly to the Foundation and will benefit the Quincy Valley Medical Center. We hope to continue this tradition in the years to come so don't miss out on the opportunity to start your collection now. These are one-of-a-kind and once the prints are gone, there will be no more made.

We would like to thank Kerry for her time and generous donation. This is an amazing addition to a fabulous event!

-Michele Wurl
Foundation Executive Director



Quincy Valley Medical Center

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Website: www.quincyhospital.org Email: quincyhospital@inhs.org Español: (509) 787-3531



QVMC Opportunities

QVMC Wish List - You CAN make a difference!

Maintaining excellence in healthcare is a challenge. It takes the generosity of employees, physicians, patients, family members, friends and community businesses to help provide the philanthropic support necessary to keep pace with the latest advances in technology and to support the growth and maintenance of our aging facility.

We are currently seeking the generous funding, donation and/or assistance for the items listed below. For further information on any of these items, please see our website at <http://www.quincyhospital.org/wishlist.htm> or contact Michele Wurl at 509-787-5349.



- Adjustable patient beds: \$1,800/bed (need 10 beds)
- Adjustable UBE table for Physical Therapy: \$1,213
- Bi-direction upper body exerciser: \$1,321
- Blinds for Physical Therapy Clinic: \$2,158
- Fire protection for software & specific records: \$5,000
- Flat screen TV and cart for inpatient Physical Therapy: \$500
- Flowers for the Memory Garden
- Game Ready: \$4,000
- Hand therapy table: \$1,969
- Hoist H4400 4 stack multi gym: \$8,842
- I Stat point of care instrument for laboratory: \$9,500
- Lab condensing coil (Lab cooling system): \$70,000
- Medical center facilities truck: \$15,000
- MicroFet3/Combo manual muscle tester: \$2,027
- MicroFet 5 intelligent inclinometer: \$1,866
- New computers & misc peripherals for QVMC: \$70,000
- New surgery instrument table, case & cabinets: \$22,000
- Personnel ID badge system: \$1,200
- Power mat platforms for inpatient Physical Therapy: \$5,174
- Quantum combination series adjustable cable column: \$3,911
- Sexual assault nurse training: \$2,700
- Shuttle 2000-1 clinic plus package: \$7,871
- Therapeutic equipment for long-term care patients: \$2,000
- Tri-Core balance and stabilization multistation: \$6,469
- Vectra genusys therapy system with Cart: \$5,665
- Vital sign machine: \$3,300
- Wall compact stereo with Ipod docking station for PT: \$145
- Wii System for Physical Therapy patients: \$377

In memory of _____

My (our) gift of \$ _____ is enclosed.

To be used where needed most To be used for _____

My (our) name _____

Address _____

Phone/Email: _____

Quincy Valley Medical Center Foundation
 908 10th Avenue SW, Quincy, WA 98848
 (509) 787-5349



Current Job Openings

At QVMC, the care we deliver is only as good as the people who deliver it. Just as we're passionate about caring for our patients, we're equally passionate about caring for the individuals who make up the QVMC Hospital team.

To see the positions we currently have available, please visit our website at www.quincyhospital.org/career_opportunities.htm, or contact Alene Walker at 509-787-5369.

"Small" items you can donate today

- * Washable crayons and markers for children
- * Wrist weights to assist patients in their recovery efforts
- * Large print books
- * DVD movies and musical CDs
- * Walking canes
- * Miscellaneous crafts for resident enjoyment
- * Portable TV/DVD players
- * Tables and chairs for use by our long-term care residents
- * Record players and old records for our long-term care residents' enjoyment

