Open Forum Summary

Nov 30, 2012

Richard Daquila - President and Chief Operating Officer

Talking points:

FY2012 – focused on financial performance, quality improvements in a difficult environment.

* 2 Hospitals in CT REACHED agreement to be acquired wih for profit organization. Vanguard buying hospitals. Bristol and Waterbury.
* Need to work on: Readmission rate and Blood Borne infections
* Newly implemented - Morning Safety Report
* Patient Satisfaction improvements in Noise, Interaction with Staff, Interaction with Caregiver. Started 40% percentile. Now around 80th percentile.
* Medical staff engagement
* YNHCH at BH
* Smilow Cancer Care Center Network - 13-14 care sites added. Expanded to northwestern, central, and shoreline. Future affiliation with Charlotte Hungerford envisioned.
* Interhospital transfer (record year).
	+ Also called Y-Access.
	+ Enables other hospitals to easily transfer patients with iPhone app or call.
	+ 200 baseline a month. Now 450. Goal 650.
* HSR integration.
* 6.1% operating margin
* 7.9%. Increase on inpatient cases. CT volume shrinking by 2% a year.
* 21.2% increase outpatient encounters (16% from oncology practices purchase)
* Phase 1 - Dec 31, 2012 Stabilize and Normalize (one standard of care).
	+ Added 3500 = total 13,000 in place.
	+ Leadership site team
	+ 18 additional beds at SRC
	+ General Medicine transfers/direct admits Renovations taking place
	+ Nov - Dec = JCAHO and DPH surveys
	+ SRC EPIC go live June 1, 2013
* Phase 2 - Sept 30, 2014. Integration. (One system of Care)
* Phase 3 - Sept 30, 2015

Questions:

1. For profit - what changes?
	1. For-profit-hospitals Streamline operations - billing or IT integrated to a corporate model
	2. Stop services that lose money (i.e. Behavioral health)
	3. Safety Net hospitals drastically affected.
2. Malloy $70 million cut
	1. Best case - over next 5 years - Medicare projected to reduce payments by $700 million less + 2% net in the next 5 years.
3. Pop up boxes to limit tests?
	1. EPIC - and also working group assembled to create the right algorithm led by physician groups
4. Hiring freeze?
	1. No hiring freeze. Level setting and being conservative with hiring to avoid future layoffs. Grew staff by 1000 last year.
5. Nursing leadership structure?
	1. Same as YSC.
6. Union at SRC?
	1. Yes it will remain - newly negotiated contracts in place for 1000 of the 3500 employees.
7. Other OHs in the works?
	1. Bridgeport OH
	2. Northern CT
	3. Eastern CT.
8. Readmission?
	1. Steps to improve - provide medication, following up with people after discharged. care coordinator assignment all to help patient and mitigate and avoid penalty associated w/ readmission.
9. Will PIP program and special achievement continue with addition of 3500 employees?
	1. Yes.
10. Cost of living increase vs. PIP?
	1. Days of cost of living increases are over to remain competitive and financially viable. Merit pay opportunity yearly and PIP is for paid for performance set on collective YNHH goals. PIP to continue however no guarantee in the future.