

# TRUST NOTES

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- **National Nurses Week is May 6-12 & National Hospital Week is May 8-14**
- **L&I posts Fact Sheets on new Workplace Leave Laws**
- **An Interview with 2007 TOP PERFORMER Tri-State Memorial Hospital**
- **An Explanation of Workers' Compensation Dashboards**
- **Register Now for Upcoming Training Dates!**
- **Upcoming On-site Claims Management Visits**

## Nurses Making a Difference Every Day:

### National Nurses Week is May 6-12 & National Hospital Week is May 8-14



Annually, National Nurses Week begins on May 6, marked as RN Recognition Day, and ends on May 12, the birthday of Florence Nightingale, founder of nursing as a modern profession. The coinciding celebration of National Hospital Week began in 1921 when a Chicago magazine editor suggested an annual "open house" for health care where a skeptical public could see first hand the important work performed inside hospitals. The idea spread across the country and helped change the perception about hospitals from places of illness to places of healing.

Keeping health care in a positive light is part of the tradition of National Hospital Week. The message for 2008 is that America's hospitals are positive, vital places that promote health and well being.

This year, National Nurses Week is focusing on the work of America's 2.9 million registered nurses to save lives and to maintain the health of millions of individuals. The American Nurses Association has selected "Nurses: Making a Difference Every Day" as the theme for 2008.

Traditionally, National Nurses Week is devoted to highlighting the diverse ways in which registered nurses, the largest health care profession, are working to improve health care. From bedside nursing in hospitals and long-term care facilities to the halls of research institutions, state

legislatures, and Congress, the depth and breadth of the nursing profession is meeting the expanding health care needs of American society.

How will your hospital celebrate? Please send pictures or stories about your hospital's celebration efforts to **TRUST NOTES**. Contact [SeraO@wsha.org](mailto:SeraO@wsha.org).

### **National Nurse Week Facts**

- There are nearly 2.9 million registered nurses in the United States.
- The American Nurses Association (ANA) was founded in 1896.
- May 5, 2008 marked the 100<sup>th</sup> anniversary of the Washington State Nursing Association (WSNA).
- According to projections from the Bureau of Labor Statistics (BLS), RNs top the list of the 10 occupations with the largest projected job growth in the years 2002-2012. This growth, coupled with current trends of nurses retiring or leaving the profession and fewer new nurses, could lead to a shortage of more than one million nurses by the end of this decade.
- Nursing colleges and universities denied 32,617 qualified applicants in 2005, resulting primarily from a shortage of nurse educators.
- Research indicates that advanced practice registered nurses can provide 60 to 80 percent of primary care services as well as or better than physicians and at a lesser cost.
- Over 70 percent of nurses cited the acute and chronic effects of stress and overwork as one of their top three health and safety concerns.



For more information about National Nurses Week, go to:

[www.nursingworld.org/HomepageCategory/Announcements/2008NNWTheme.aspx](http://www.nursingworld.org/HomepageCategory/Announcements/2008NNWTheme.aspx).

### **L&I posts Fact Sheets on new Workplace Leave Laws**

During the 2008 legislative session, the Association of Washington Business (AWB) reported on the passage of two new paid family leave laws. One of these — granting a “reasonable period of leave” for victims of domestic violence, sexual assault, or stalking — went into effect on April 1. The other one — granting up to 15 days of leave for spouses of armed services members called to deployment, on deployment, or on leave from deployment — goes into effect on June 12. The Washington State Department of Labor and Industries has published two useful fact sheets accessible by [clicking here for the changes in domestic violence leave policy](#) or [here for changes in military family leave policy](#).

For more information, please visit the Washington State Department of Labor & Industries website: <http://www.lni.wa.gov/WorkplaceRights/LeaveBenefits/FamilyCare/default.asp>

## **An Interview with 2007 TOP PERFORMER Tri-State Memorial Hospital**

In a recent issue of **TRUST NOTES**, we announced the 2008 TOP PERFORMER Award Criteria, so we thought it would be good to find out from one of last year's Top Performers how best to succeed. In further congratulations and in order to learn from their best practices, we interviewed 2007 TOP PERFORMER Tri-State Memorial Hospital about how they performed so well.

Q. What best practices did Tri State Memorial Hospital use to become a Top Performer?

A. Incident reporting is included in our general and departmental orientation process. Our process includes timely completion of Employee incident reports, Supervisor investigative reports, and claim forms. We work closely with employees who have been injured on the job, their physicians, and our WC Claims Adjudicator, Connie Pray, to facilitate return to full duty. We have a Transitional Work Policy and we have the full support of Administration in our proactive approach to claims management. We believe that communication is the key to successful claims management.

Our Root Cause Analysis team (pictured above) reviews every employee incident and makes recommendations. For example: An employee fell in the freezer, injuring an arm. Our team went to the site to assess the situation, and a freezer repairman was out that afternoon resulting in a new freezer for the Dietary Department.

Our Safe Patient Handling Committee has assessed our current patient handling equipment and is reviewing department needs for additional lift devices. Specific staff education needs have been identified and are being addressed.

Our Employee Safety Committee meets on a monthly basis to maintain a safe and healthy workplace for all employees.



**Tri-State Memorial Hospital's  
Root Cause Analysis Team:**  
(From left to right)  
**Tenna Pennick, Infection Control**  
**Mark Hosinski, Plant/Safety and  
Environmental Supervisor &  
Alana Thompson, Payroll/Benefits  
Coordinator**

Q. How did your hospital spend the \$5000 award?

A. Tri State Memorial Hospital has just purchased two Medline Patient Lifts for our Dialysis Department and our Wound Care Department. The need was identified through our Safe Patient Handling Committee to address patient safety concerns resulting from incompatible slings. We selected this lift because of the universal sling, rechargeable battery pack and 600 pound weight capacity.

Q. Do you have any words of wisdom to share with other hospitals within the trusts?

A. Work as a team. Take every opportunity to teach your employees how to report incidents promptly. Go to the injury site and fix the problem (if you can). Be persistent and follow-up.

Again, we congratulate Tri-State Memorial Hospital on their dedication to employee safety, and on their prize.

## An Explanation of Workers' Compensation Dashboards

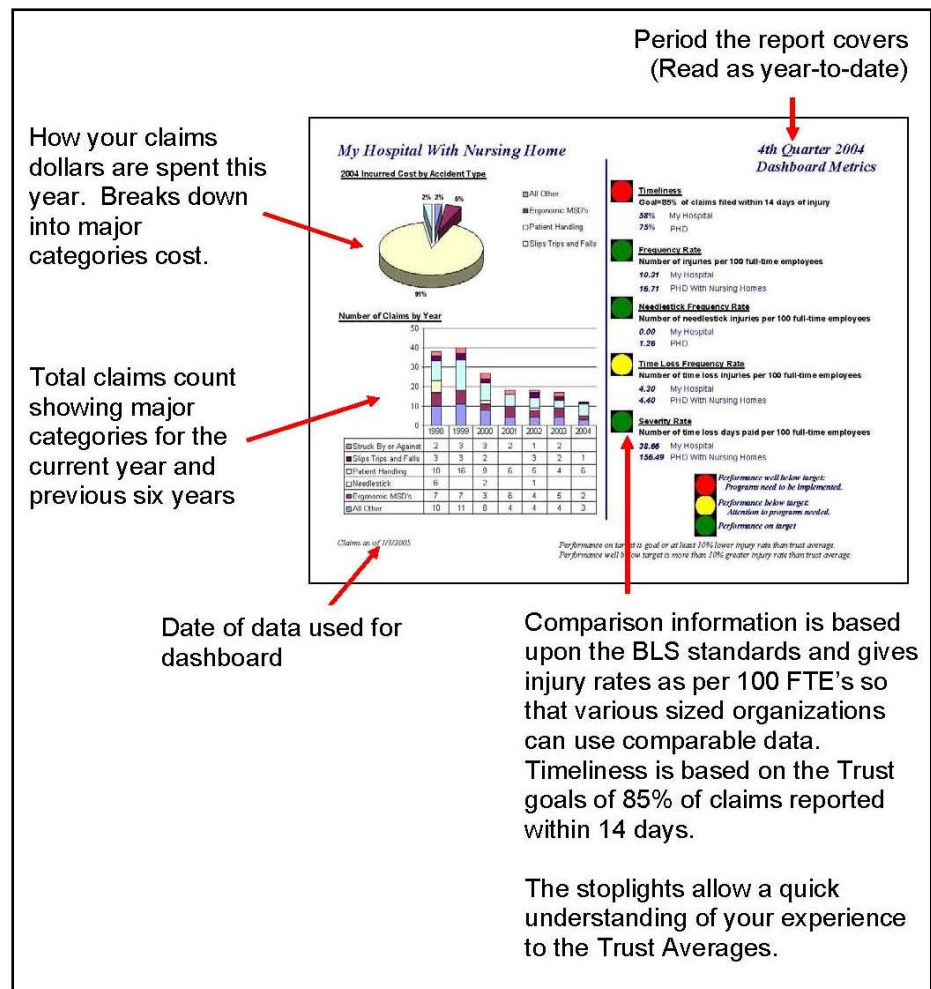
Leading-edge organizations, whether public or private, use performance measurement systems to determine whether they are fulfilling their vision and meeting their strategic goals. Using these tools, they gain insight into the effectiveness and efficiency of their programs, processes, and people.

The Washington Hospitals Workers' Compensation Program has worked with members to develop a focused and easy to understand performance measurement system we call our "Dashboards."

These colorful one page reports provide a quick view of your workers' compensation claims experience as it relates to your own past results, and as it compares to your peer organizations. The Dashboards are provided quarterly and allow quick evaluations of results.

Reading the Dashboard is relatively straightforward. The following sample Dashboard examines what each of its major elements is based on, and how each is calculated.

The dashboard indicates your experience to date with five elements calculated on an annualized basis. The calculated items can be best understood as a speedometer. They show



your rate at the time of the report as an annual rate. Until the last quarter of the year, they are subject to change with your claims experience.

The most successful performance measurement systems are not “gotcha” systems, but learning systems that help the organization identify what works—and what does not—to continue with and improve on what is working, and repair or replace what is not working.

Performance measurement systems should be positive, not punitive. Accountability for results should be clearly assigned and well-understood by all levels of the organization. The WHWCP Dashboards are designed to follow these parameters and ensure a narrow, strategic focus in order to drive improvements and successfully translate strategy into action. **Mike Lary, Safety Coordinator**

### **Register Now for Upcoming Training Dates!**

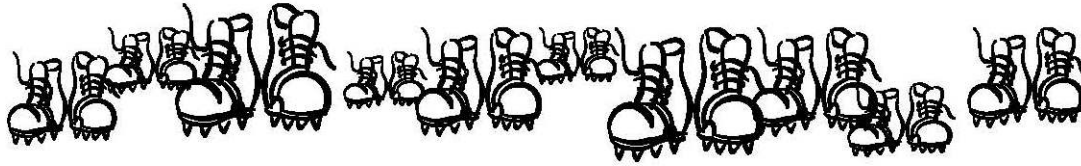
- May 12<sup>th</sup> & 13<sup>th</sup>,  
Monday & Tuesday OSHA 10-Hour Course  
Radisson Hotel Gateway – Sea Tac
- June 5<sup>th</sup>, Thursday  
Eastside Patient Handling Specialist (PHS) Course –  
Injury Prevention Committee  
Samaritan Healthcare – Moses Lake
- June 13<sup>th</sup>, Friday  
West Side Regional Claims Meeting – Boot Camp  
Radisson Hotel Gateway – Sea Tac
- June 16<sup>th</sup>, Monday  
East Side Regional Claims Meeting – Boot Camp  
Samaritan Healthcare – Moses Lake

### **Patient Handling Specialist (PHS) Course – Injury Prevention Committee**

When we began our Zero Lift Program in 2000, we did not anticipate how cutting edge our program would be for our members. Now our Patient Handling Specialist Course is a very important resource in the implementation of Zero Lift Programs, also known as Safe Patient Handling Programs. We have come a long way! These courses provide specialized expertise in the techniques and technology of patient handling. This WC program provides a certificate of attendance that should be renewed annually to ready your program to meet the constant challenges and regulations in patient handling. Both curriculum and a practicum are included, as we partner with an equipment vendor to bring you the current technology.

**Who Should Attend:** Individual(s) in your facility in charge of overseeing safe patient handling; such as the chair of your Safe Patient Handling Committee, Nurses, Nursing Assistants, Physical Therapists, Occupational Therapists, Trainers, and Patient Transporters, etc. CEOs, COOs, Nurse Executives, and Directors of Nursing Services may also find this course helpful for building Safe Patient Handling Programs.

Left, right, left, right...



## **2008 Regional Meetings – Claims Management Training – Boot Camp**

**Please mark your calendar to attend.** Since we have not had a meeting to review claims basics for sometime, this will be a *Claims Management Boot Camp*. Get out your boots, shine them, and be ready to march to the cadence. Be ready to wear camouflage! No whining allowed!

Remember, WHWCP has instituted a **NO SHOW FEE** for those members whose employees register to attend but do not attend. *There is no cost to attend training sessions; but there is a cost to register but not attend.* Substitutions are permitted. A hospital representative must sign the NO SHOW FEE agreement included in the registration materials for all attendees.

For more information on our NO SHOW FEE and the training sessions we provide, please visit our [website](http://www.whs-seattle.com/wcp/trainingops/index.htm): [www.whs-seattle.com/wcp/trainingops/index.htm](http://www.whs-seattle.com/wcp/trainingops/index.htm)

## **Upcoming On-site Claims Management Visits**

These on-site visits provide each hospital with status updates of their open claims, education on workers' compensation, and an opportunity to address specific issues, as well as meet Workers' Compensation personnel. The claims staff will call to confirm dates with those facilities scheduled below.

- May 16<sup>th</sup>, Friday                      Island Hospital – Anacortes
- June 17<sup>th</sup>, Tuesday                      Quincy Valley Medical Center – Quincy
- June 18<sup>th</sup>, Wednesday                      Ferry County Memorial Hospital – Republic



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Cheryl Cuff Claims Adjudicator <a href="mailto:CheryC@wsha.org">CheryC@wsha.org</a>	P: 206.216.2548 F: 206.577.1926	Jean Handewith Claims Clerk <a href="mailto:JeanH@wsha.org">JeanH@wsha.org</a>	P: 206.216.1810 F: 206.577.1909
Theresa Miller Claims Adjudicator <a href="mailto:TheresaM@wsha.org">TheresaM@wsha.org</a>	P: 206.216.2556 F: 206.577.1962	Suzanne Metz Safety Coordinator <a href="mailto:SuzanneM@wsha.org">SuzanneM@wsha.org</a>	P: 206.216.2504 F: 206.577.1906
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