

Community survey results positive

Written by Chris Lee

East Phillips County Hospital board members received and reviewed results from the community satisfaction survey conducted May 7-13 by Aspen Media.

Administrator John Ayoub ran through a power point showing the results at the Aug. 25 board meeting. Board members were pleased with what they saw. The survey is conducted every two years, and results saw an increase in numbers from the 2007 survey. Ayoub and board members agreed the numbers looked good.

The overall strength from the survey, according to Ayoub, was Melissa Memorial Hospital provides a caring and friendly atmosphere. Also, patient satisfaction improved according to the survey. He said the results showed residents felt the cost and lack of doctors was an area to improve upon.

Ayoub said most of the ratings improved and were positive, but there is always room for improvement.

Committee reports

Board members accepted the monitoring reports from both Ayoub and CFO Greg Was.

Erica Brady gave the quality committee report talking about the 5 Million Lives campaign and Boards on Board. The board discussed pressure ulcers and questioned Brady and Director of Nursing Claudia Powell on pressure ulcers seen within MMH.

Hospital board president Steve Young said Brenda Adams and Gary Krumm are new members of the foundation board. Ayoub nominated Linda Alberts to represent MMH on the board, and she was approved.

Ray Malleck suggested adding the eight goals the board came up with through strategic planning to next year's agendas. The idea is to see how things are progressing throughout the hospital in each quarter.

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Administrator reports activity

Ayoub reported the hospital received an A+ rating from the Better Business Bureau for the third year in a row. A letter from the state was also given to board members in response to a Level 4 trauma survey conducted on July 30. It was found Melissa Memorial Hospital had zero deficiencies and recommendations.

A contract has been signed with Casey Clark, a consultant pharmacist from Parker, Ayoub told the board.

TimeLine Recruiting of Missouri was hired in July of 2008 to help locate and hire a physician for the hospital. The company was chosen because of its money back guarantee, and since they were unable to help find a physician, Ayoub said the hospital will be refunded some of the fees. Dr. Danielle McClellan was hired through the hospital and not TimeLine.

A representative from COPIC, MMH's medical liability insurance carrier, visited the hospital to conduct a clinic assessment on Aug. 18. going over clinic policies and provider charts. Ayoub stated it was very beneficial for the hospital.

MMH hired Sandra Rafols of Illinois as a new physical therapy assistant. Ayoub said MMH has been looking for someone to fill the position for a number of months and is happy to see it finally filled.

Ayoub also mentioned he appreciated the turnout from MMH employees at Phillips County Relay for Life.

The next hospital board meeting will be held on Tuesday, Sept. 22.