Mission: Provide excellent health care by promoting wellness and healing through trusting relationships.

Vision: To be the regional center of excellence in health and wellness.

2016 Accomplishments

1. Patient Safety and Outcomes - Good Samaritan always strives to exceed expectations and increase patient safety. In 2016, our Value Based Purchasing (VBP) score was 11% better than the State average and 13% better than National average. VBP is the federal government’s method of paying hospitals for the provision of quality service. The hospital's fall rate dropped from 2.01 to 1.59, early elective delivery rate is 0% and all cause readmission rates declined from 11.95% to 10.01%. According to National Patient Safety Goals, Good Samaritan continuously reaches the 90th percentile and performs at world class status.

2. EPIC Implementation - Good Samaritan went live with EPIC during 2016, starting with our physician practices in March, April and May, with the hospital go-live in June 2016. This took tremendous effort and time for many dedicated Good Samaritan staff – THANK YOU! We recently asked department directors to tell us “EPIC wins” – here are a few:
   - Quicker resolution of medication billing errors. Medication billing errors that used to take 2-3 months to resolve are now addressed in 2-3 days.
   - Infusion Center is now able to use barcode scanning for all medications except chemotherapy which is a great safety "win".
   - Documentation of Pulmonary Rehabilitation services is now electronic. It was previously on paper.
   - Seeing the information from the doctor’s appointments and the labs is a definite win in the OB world. We use to have to call the office if the patient was early and ask about the important information, now we can just look it up. What a win in the continuity of care and elimination of duplicative testing.
   - Deaconess Health System specialists on EPIC can now see records of Good Samaritan patients they see.
   - One patient/one record between physician office and hospital.

3. Departments Moved to New Locations - The relocation of key service areas and departments took place throughout 2016. Vincennes Orthopedics moved to a new location within the hospital inside the Health Pavilion after more than 40 years at its previous location. The new office, along with the arrival of a new orthopedic surgeon, Dr. David Miller, has improved patient access and offers a spacious gym for after-surgery rehabilitation.

The Rehabilitation Center also moved to a newly remodeled location. Previously located on the second floor of the Memorial Building, the unit made the move to the second floor of Columbian Tower West. In addition to new, private and comfortable rooms for each patient, the updates also include a dining and social space for patients and their families, and a state-of-the-art gym for physical, speech and occupational therapy.

Some departments moved to their new home in Columbian Tower East (CTE) this past year as well. Accounting, Lean Six Sigma, Decision Support, Clinical Informatics and Education, and the Dietitians moved to the 6th floor of CTE. The 4th floor is now occupied by Information Systems, Performance Excellence, Social Services, Ricoh and AME. LaSalle Behavioral Health made the short move from the 2nd floor of CTE to the 3rd floor. Their area features new furniture in the patient rooms and activity area, a more open floor plan, artwork created by patients and space for the Samaritan Center emergency services staff who are on the floor that need to be there 24/7 for medical consultations.

Story continued on page 3
This Past Year in Shining Stars

January 2016
Doug Hamilton

February 2016
Charles Afghani

March 2016
Ashley Blubaum

April 2016
Joyce Stoelting

May 2016
Donna Stoops

June 2016
Debbie Swain

July 2016
Mary Pargin

August 2016
Penny Culp

September 2016
Emily Montgomery

October 2016
Melinda Carie

November 2016
Laura Grove

December 2016
Toby Kerlin

January’s Shining Star is John Brashear

John is the January Shining Star for consistently going out of his way to help anyone in need. He has truly shown what an employee of Good Samaritan should exemplify. This past September, John noticed a family member of an ICU patient who seemed confused. She could not remember where she parked her car and was completely turned around in the hospital. John took the lady under his wing, helped her to the parking lot, found her car and made her feel safe. John also came in to the hospital on his day off to sit with a patient in Oncology who had brain cancer and was violent with staff. John was very caring and helpful with the patient, the patient’s wife and hospital staff. He is always complimented for his compassion when caring for patients with special needs. John will frequently come in to sit with patients to help the staff. Although he is not a nurse, he was nominated for the Daisy Award and complimented for being absolutely wonderful to a patient’s father. The nomination stated that he “safely, calmly and politely escorted the patient and his family to his room and made sure everyone was comfortable.” John always spreads positivity wherever he is with his uplifting attitude and contagious smile.

December DAISY Winner is Lena Brian

Lena Brian, RN, is the December Daisy Winner for always helping those in need. When visiting a patient in the nursing home in Washington, Lena noticed how little the patient had. She decided to go out and buy some pants, shirts and other clothing items for the gentleman. The patient was extremely grateful and happy for Lena’s donation. She is a very caring and compassionate nurse who is always there when needed and constantly helps others.
Physician Satisfaction

CELEBRATING WORLD CLASS PHYSICIAN OFFICES

Congratulations to the following provider offices who achieved a world-class percentile rank for the question “Likely to Recommend Provider Office” on the CGCAHPS patient experience survey for third quarter 2016. These results were calculated based on practices with statistically significant results.

Surgical Clinic office of Daniel Neumann, MD, David Purdom, MD, and Rong Yang, MD – 99

Oncology/Hematology office of Renee Bartlett, MD, Mark Pajeau, MD, Mark Stutz, MD, and Trista Armes, NP-C – 99

Vincennes Orthopedics office of David Miller, DO, Molly Weiss, MD, and Gregory Whitsett, MD – 99

Diabetology office of Jane Bridges, MD and Rebecca Akers, NP-C – 99

Podiatry office of Derek Besing, DPM, Jason Bickel, DPM, and Austin Muranaka, DPM – 98

Outpatient Cardiology office of Philip Bacidore, DO, Vikash Khurana, MD and Philip Watson, DO – 94

Achievements Continued

4. New Providers - Throughout 2016, Good Samaritan has been fortunate to recruit many providers in multiple specialties. Last year we welcomed four new physicians: Dr. Elizabeth Ashworth (Vascular/Thoracic Surgeon); Dr. David Miller (Orthopedic Surgeon); Dr. Allie Thomas-Fannin (Psychiatrist); and Dr. Brittany Serratos (Anesthesiologist). We also recruited many advanced practice providers: Trista Armes, FNP-C; Jennifer Becher, NP-C; Jill (Fries) Cucinella, FNP-C; Cindy Douthitt, FNP-C; Joshua Eagleson, FNP-BC; Emma Engel, PMHCNS-BC; Stephanie Fuller, FNP-C; Jennifer Inman, FNP-C; Tracy Kerzan, FNP-C; Lynnette Matteson, FNP-C; James Pfleging, PMHNP-BC; Ann (Held) Vash, FNP-C; Molly Wasson, FNP-BC; and Erin Wehrheim, PA-C. Please welcome our new additions to our Good Samaritan family and community.

5. Financial Turnaround - With the opening of Gibault Memorial Tower and the implementation of EPIC behind us, Good Samaritan has seen a positive change in finances that will continue in 2017. Because of the hard work and dedication of employees every day, a 4% wage increase will be given. Optimism reigns with new specialty relationships in inpatient and outpatient care with the arrival of a new orthopedic surgeon, Dr. David Miller, and the move of Vincennes Orthopedics to its new location. Samaritan Center physician, Dr. Allie Thomas-Fannin's arrival, along with the addition of four nurse practitioners, has allowed psychiatric services to increase. Dr. Elizabeth Ashworth has also been successful in raising patient volumes in cardiology with her thoracic and vascular services. The projected number of inpatient admissions is expected to increase in 2017 by 8.9%.

“The hospital’s budget for 2017 is based on positive outpatient growth as particularly seen in the outpatient area in 2016 and is anticipated to continue through the coming year,” said Thom Cook, Chief Financial Officer. “We have welcomed three new physicians this year and look forward to even more additions to the medical staff throughout 2017.” Recruitment of neurology, family practice, internal medicine and cardiology will allow the hospital to remain optimistic for growth in the next few years. Because of the physician additions in 2016, Good Samaritan projects an 8.4% increase in volumes in 2017 in outpatient areas.

The budget will also reflect the growth of the Samaritan Center by 25.23%, Rehabilitation Center by 3.37% and general hospital growth of 5.64%. Some of the growth centers on the expansion and update of the Rehabilitation Center and Vincennes Orthopedics. As Good Samaritan remains on the forefront of change and continues to work towards the future, we expect to see more positive financial changes.

5. Employee Engagement - A new group formed in 2016 called the Employee Engagement Team. Various hospital employees from different departments meet and discuss ways to make employees’ work day easier and to get everyone engaged in the mission and vision of Good Samaritan. Some of the accomplishments the team made this past year were: recognition of employee birthdays, new photos and verbiage added to time clocks, suggestion boxes and electronic venue for employees’ thoughts and ideas, sponsored hospital’s involvement in Knox County Kids Equipped to Achieve (KETA), addressed issues in employee satisfaction survey, and much more.

The committee will continue to meet in 2017 and hopes to find new ways for employees to be engaged when working at Good Samaritan. It is important that each and every person feels that what they are doing is making a difference and that we are recognizing you for your hard work. The Employee Engagement Team focuses on removing barriers in the workplace, opening communication among employees, organizing different activities to reward hard work, and ensuring each member of Good Samaritan is working together to achieve our goal to provide safe patient care.

Mission Statement of Employee Engagement Team

“Engaging employees to retain and to promote positive thinking and actions toward supporting a world class environment for our employees and ultimately the patients – it starts with me!”
For Your Benefit

Coordination of Benefits - Annual Requirement If You Have Health Or Dental Insurance

What is Coordination of Benefits (COB)?

Each year, members on the Good Samaritan Health and Dental plans are required to notify the claims administrator if you or your dependents have any other coverage outside of the Good Samaritan plans. If you do not have any other coverage, you are still required to respond. Failure to submit this information will result in your claims being denied until the information is received. You must provide this information for each individual on your plan.

Providing coordination of benefit information is easy and only takes a few minutes

To provide COB for Medical (UMR) - Choose one of the following options:
1. Call UMR at the number on your ID card (800-826-9781)
2. Complete the form online at [www.umr.com](http://www.umr.com).
3. Fax the form to UMR at 877-293-4926. (Forms are available in the Human Resources Department)

To provide COB for Dental (HRI) - Choose one of the following options:
1. Contact HRI Member Services at 800-727-1444
2. Through the Online Message Center at [www.insuringsmiles.com](http://www.insuringsmiles.com).
3. You can mail the form to PO Box 659, Evansville, IN 47704 or fax it to 812-401-3609.

If you have previously had a claim denied for failure to complete COB information, it will be reprocessed once the information is updated. If you have any questions, please call Laura Hazelman (x3375) or Renée McQuain (x3315) in Human Resources.

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Stroke Awareness & Support Clinic

*Prevention for Better Health*

Every 3rd Thursday of the Month

2:30 to 3:30 pm

520 S. Seventh St. | Vincennes, IN
Rehabilitation Center | 2nd Floor CTW
- Use Grouseland Parking Entrance -

Please join us for this **FREE** opportunity to meet our nurses, speak with our therapists and take advantage of our health screenings, which include:

- Blood Pressure
- Grip Strength
- Fall Risk / Balance Assessment
- Accu Checks

Co-sponsored by Good Samaritan Community Health and the Rehabilitation Center.

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Better Breathers Club

Better Breathers Club, associated with the American Lung Association, offers patient-centered, and community-based educational opportunities and support to persons with chronic lung disease and their families, friends and support persons. (Especially COPD, but also asthma, idiopathic pulmonary fibrosis (IPF), lung cancer and other chronic lung diseases).

**Next Meeting**

Wednesday, January 4, 2017
Good Samaritan Cancer Pavilion
12:00 to 1:30 p.m.
Light lunch will be served.

Guest speaker will be Devin Ice, Staff Clinical Pharmacist at Milburn Health Mart Pharmacy and Home Health Center. He will be talking about COPD and how to manage the disease.

Please call Tammy Howell at 885-3215 with any questions.
Patient Comments

“Good Samaritan is the best around. Staff and doctors are always nice and helpful.”

–Medical Practice

“The nursing staff was absolutely competent and engaged throughout the entire procedure.”

–Ambulatory

“Everybody was wonderful. Friendly, kind and helpful.”

–Inpatient

“I am so thankful for Good Samaritan. They always treat me so well when I am there.”

–Outpatient

Thank you for participating in this year’s Giving Tree!

Christmas is a time to think of others, and year after year that is what the employees at Good Samaritan do through the hospital’s “Giving Tree.” This Christmas, thanks to all of the amazing employees who participated, 161 children in the Knox County community had a few more gifts under their Christmas tree.

For the Giving Tree, each of the grade schools provide the hospital with information on 20-25 children who may need a little extra this Christmas. The parents of the children fill out anonymous information forms that include only the child’s sizes, interests, favorite colors and wishes. The information along with the child’s age is added to a tag, which is hung on a hospital tree. Good Samaritan employees then choose the children they would like to buy gifts for this Christmas.

Good Samaritan started the Giving Tree program well over 20 years ago to give something back to the community and to help the children of Knox County have a wonderful and meaningful Christmas.

The Marketing Department would also like to send a special thank you to those who helped move and load all of the gifts. We are very grateful and your help made everything a lot easier!

Wellness Salute

What healthy/lifestyle-related change(s) have you made? Eating healthy, portion control and exercise.

How did you make the change/what have you been doing? I started with healthy eating for a department challenge and then added exercise after eating healthy became a habit.

What motivated you to make the change? Department challenge - I am a competitive person.

Tips for success / staying motivated? Make slow changes and set small, manageable goals.

How have you incorporated this into your life? If it is important to you, you will make the time.

How has it made you feel? Eating healthy makes you feel better before the physical results are evident.

Anything else you would like to add? Spend time measuring portions out and calculate calories consumed. Don’t assume you are eating the right amounts. Don’t make global changes, focus on one area and then add others.

Chris Pearce
RN | Cardiology Cath Lab
November New Hires

Decision Support
- Tiffany Veach - Financial Analyst

Environmental Services
- Nicole Artka - Environmental Services Assistant
- Stacie Phillips - Environmental Services Assistant

Food Services
- Paulita Ackman - Food Service Assistant
- Kourtney Davis - Food Service Assistant
- Peggy O’Dell - Cook
- Sammi Shafer - Food Service Assistant
- Everett Smith - Food Service Assistant

Nursing Services
- Debra Abel - Rehab Tech
- Kristina Brink - Staff Nurse - Medical/Pediatrics
- Kim Davis - Staff Nurse - Medical/Pediatrics
- Cindy Douthitt - Nurse Practitioner - Medical Home/Primary Care

Patient Access
- Michelle Lopez - Access Associate
- Kelly Waggoner - Access Associate

Physician Services
- Becky Hooten - Medical Scribe - Pulmonology
- Leah Huey - Surgical Technologist - Podiatrist

Samaritan Center
- Kendra Auricchio - Resident Assistant
- Ryan Bond - Multi-Skilled Worker
- Lauren Coffman - Secretary
- Kayla Norris - Intake Worker
- Jenna Smith - Resident Assistant
- Liesl Wingert - Director of Outpatient Operations

Promotions

Clara Biehl – Physical Medicine – Senior Therapist – TO – Physical Medicine – Interim Director of Physical Medicine

Kelsey Cummins – Hospice – Hospice Staff Nurse – TO – Hospice – Patient Care Coordinator

Brandy Lett-Hunter – ICU – Unit Clerk – TO – Patient Accounts – Patient Accounts Representative

Christopher Pearce – Cardiology Cath Lab – Staff Nurse – To Cardiology Cath Lab – Charge Nurse

Tracy Pearson – Samaritan Center – Community Resource Specialist – TO – Samaritan Center – Adult Case Management Supervisor

Mary Roark – Information Systems – Application Analyst – TO – Information Systems – IS Manager Administration

Shanna Scere – Medical Records – Medical Records Clerk – TO – Information Systems – Application Analyst

Marla Small – Rehab Unit – Staff Nurse – TO – Rehab Unit – Charge RN

Service Excellence

What does patient safety mean to you?

The National Patient Safety Foundation (NPSF) is sponsoring Patient Safety Awareness Week March 12 through the 18. The theme is United for Patient Safety - Because you believe every day is patient safety day. Patient Safety cannot be confined to one week or one month. It must be a daily focus 24/7. In order to maintain this focus, the culture must be such that Patient Safety is always at the forefront of every action that we do. Patients present to our organization to be healed, not harmed; and each full time employee working 8 hours per day has the potential to help make sure that is accomplished by making patient safety a primary focus 2,400 minutes each day they work. If we combine the time of each of our employees, both full and part time, we would be donating a significant number of minutes to keeping our patients safe.

As we plan for Patient Safety Awareness Week, we want to hear from the staff on their individual definitions of patient safety, how it applies to their role, and any ideas they may have for making our patients safer. Information received will then be used in the March Highlights and in our promotion of the week. This information can be submitted either via hard copy and placed in the Performance Excellence/Risk Management mailbox (#34) or electronically via email to Mike Smith, Director of Patient Safety/Risk/Performance Excellence with a subject line of “Patient Safety Week”. That email address is mtsmith@gshvin.org.

Let’s start 2017 collectively as an organization focusing on Patient Safety. Why? Because Good Samaritan believes every day is patient safety day. Remember . . . we are employees now, but unexpected things happen in life and we could easily be a patient tomorrow.
Employee Featured in Blog

Good Samaritan employee, Michael Drake, Director of Regulatory Compliance, was recently featured in Blogrige, a Baldrige blog. Baldrige helps organizations address a dynamic environment, focus on strategy-driven performance, achieve customer and workforce engagement, and improve governance and ethics, societal responsibilities, competitiveness, and long-term organizational sustainability. Michael Drake is on the volunteer board for the Baldrige Performance Excellence Program and served as the senior examiner for the Baldrige Award process in 2016. Click here to read more about Baldrige and Drake’s story.

Congratulations Michael!

HOSPICE GRIEF SUPPORT GROUP

Every Tuesday

6:30 to 7:30 p.m. (EST)
Hospice House
601 S. Ninth Street
Vincennes, IN 47591

Everyone is welcome!
• Open ended group
• Stop by anytime
• Feel free to bring a friend for support
• Come for a time of sharing and learn ways to cope and heal

If you have any questions or would like more information, please call Hospice at 812-885-8035.
It’s Time to Keep Your New Year’s Resolutions

It’s JANUARY! We find ourselves past the holiday frenzy facing a brand new year with all its hopes and possibilities! Did you make a New Year’s resolution?

Every year millions of Americans set their New Year’s sights on lofty yet admirable goals of losing weight and exercising. This year will be different. This is the year that I will make all those positive changes that will lead me toward a healthier life. Who are we kidding? That’s not to say that no one ever keeps their New Year’s resolutions. It’s just that …well, most of us don’t. We have the very best of intentions and then life gets in the way and we are right back to our old unhealthy ways.

We’ve tried everything! We actually joined the gym! We wrote down our resolutions and maybe even enlisted an accountability partner. We got a Fitbit from Santa and we ordered P90X. Again, with the best of intentions.

If your New Year’s resolutions usually crash and burn around February 1st, try a different approach!

Reframe your health.

Instead of seeing your healthy self as a perfect size, with washboard abs, worn out tennis shoes and a fridge full of only fresh vegetables… what about setting your sights just a little bit more realistic.

What if you reframe your healthy self to look at YOU! Not the magazine or television models, not a coworker or family member, not superwoman or superman. What if this year you resolved to just be a better YOU? Maybe you won’t be a marathon runner, but you can walk around the block. Maybe you won’t be a vegetarian, but you eat at least one serving of vegetables every day. Maybe you won’t be out of debt, but you can save $25 each week by not eating out. Every positive change you make makes a better you.

Reframe. Rethink.

Instead of those unrealistic sights you set, what if you start with a mindset that “everything counts”. Every extra flight of stairs you climb, every dessert you pass up, every minute you meditate or deep breathe counts. When you use an “everything counts” mindset, you don’t talk yourself out of walking because you only have 15 or 20 minutes. Instead, you praise yourself because you did SOMETHING in those 15 or 20 minutes. Something trumps nothing every time. Did you skip an extra helping at dinner or pass up the rolls? That’s something, and it’s better than having that second helping and stuffing down two dinner rolls… with extra butter.

Something is always better than nothing and “everything counts”. Start today… it doesn’t matter that January 1st is over; don’t wait until next January 1st. You can start today. Do something, and be proud of yourself for it. Something trumps nothing, every time.

If you would like to make positive behavior changes and would like resources or support, call Susan in Employee Wellness at 812-885-3316 or email slyochum@gshvin.org.