

Seneca Healthcare District **NEWSLETTER**

Spring Has Sprung

BY STEVE BOLINE, CFO

They say April showers bring May flowers, but nothing about what four months of non-stop snowfall brings! Well, so far, it is bringing creeks and rivers running strong, full reservoirs and lakes, and lush green golf courses. It should be a great summer of fun, here in the Lake Almanor basin, and a reminder of why we live here.

In addition to enduring a record winter snowfall, things have been incredibly busy at Seneca; especially here in the finance department. First and foremost, we continue with the implementation of two information systems (Multiview and Cerner). We went live with Multiview on 12/1/202 and are just now getting our groove with the processing of accounts payable transactions and performing month-end financial closings. Cerner, on the other hand, continues to provide us with numerous challenges, which has led us to push out the go-live date from April 24th to June 5th. The primary reason for the deferral of the go-live was the status of the system build. As the system was not fully built, we were unable to conduct the necessary charge and claims testing prior to our original go-live date. There were other factors involved, as well, and we continue to work diligently with Cerner to get these sufficiently resolved.

We also continue to work on the new hospital build, with the finance department focused on the USDA loan application and the funding structure for both our interim and permanent financing.

The new hospital will have a total project cost of approximately \$72 million dollars with \$42 million coming from the Measure B bond initiative, \$23 million from Seneca backed debt, and \$7 million from Seneca cash reserves. We will seek private financing for the interim/construction period loans and utilize USDA backed loans for the permanent financing. We will be submitting our USDA loan application in the next month or so and are looking to obtain approval by no later than the end of September.

In addition to working on the above matters, the Seneca finance department was very pleased to provide two financial benefits to our employees, over the past month. First, we were able to distribute the Hospital and Skilled Nursing Facility COVID-19 Worker Retention Payment program funds received from the State of California. Second, on this week's payroll, Seneca's full and part-time employees will be receiving the union negotiated wage increase of 3%. This increase will be applied retroactively to 1/1/23, resulting in a lump-sum payment, and will be reflected as the employees' new hourly rate going forward.

Happy Spring!

Janelle, Kristin, Sarah, Sheri, and Steve

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General Updates

MAY 2023

NEWSLETTER





HELLO MAY



NOTES & NEWS

If you missed the memo about changes to the parking and traffic flow around the facility during construction, check in with Linda McCurdy and she can help explain what will be happening!

Thank you, Jay, Scott, George, and Linda for all your help with this project.



MAY WORK ANNIVERSARIES

1 Year

May 23rd - Catie Neely
May 18th - Hailey Gregor

2 Years

May 24th - Suzanne Cooper
May 24th - Erica Thayer

5 Years

May 7th - Renee Merino
May 21st - Michelle Burt

10 Years

May 10 - Kandis Powell

15 Years

May 9th - Terry Christofferson

22 Years

May 18th - Sherri Kassel

29 Years!

May 2nd - Mary Garrett

New Patient Portal ~ My Seneca

The new patient portal with the go-live will be called My Seneca. Emails will be important for patients to provide during registration to be set up in our new patient portal. The existing patient portal will remain live until October for patients to access previous records. After that, patients can always call HIM and request their records.



The Staff Corner

Employee of the

Month: *Marty Robie*



MAY EMPLOYEE OF THE MONTH

It is with true sadness that as we acknowledge the outstanding job Marty has been doing as our Purchasing Assistant, we must also prepare to say Goodbye. Marty and her husband are making Colorado their new home and as a result, SHD is losing a spectacular employee and all-around amazing person! While we wish them nothing but the best in their new adventure, it is bittersweet for us. We will most definitely feel the impact of losing such an awesome team player, dedicated worker and, most importantly, we will miss having Marty as part of our SHD family. Thank you for the time and dedication you have given us Marty, your shoes will be hard to fill and you will be greatly missed.

Nominated by: Kristin Courtright



WELCOME TO
SENECA HEALTHCARE DISTRICT



Julia Andersen
Clinic Nursing Assistant



Dani Gagne
Kitchen Helper/Diet Aide

New Employees: April/May

Hello! My name is Julia Andersen and I am a CNA. I am originally from Vacaville, but moved up to Lake Almanor in 2019 because my parents bought a restaurant up here. I want to eventually go back to school and complete my RN degree as well! I am very excited to be a part of this team!

Hi, my name is Dani. I've been all over the country, but plumas county is the only home for me. I love being outdoors and going to the many lakes we have around the area. Everybody that I have met has been super kind and welcoming. I'm very happy to be a part of the team. I look forward to many years to come with all the great faces I am getting to know.

Welcome

Departmental Updates

Skilled Nursing

- New resident, Ms. Anna Mae
- Hired a new CNA, Juila
- Room 12 renovation is complete, working on the last one currently.



ASK THE EXECUTIVES!

Do you have a burning question for our Executive Team?

Maybe something that you've always wondered about, but never got a chance to ask?

Now's your chance: your CEO/CNO/CFO will be answering YOUR questions each newsletter, you just need to submit them!

Send any questions to Deborah in Administration before the 1st of the month: dhousen@senecahospital.org

Take the Time to Introduce yourself!

This one is so important... we decided to share it again!

We want to encourage ALL employees to practice using AIDET. AIDET is a useful strategy to improve communication for the healthcare team. Studies show that using AIDET helps to increase overall patient satisfaction

AIDET: Five Steps to Achieving Satisfaction

AIDET is a framework for you, as staff, to communicate with patients and their families as well as with each other. It is a simple acronym that represents a very powerful way to communicate with people who are often nervous, anxious and feeling vulnerable. It can also be used as we communicate with other staff and colleagues.

Acknowledge: Greet people with a smile and use their names if you know them. Attitude is everything. Create a lasting impression.

Introduce: Introduce yourself to others politely. Tell them who you are and how you are going to help them. Escort people where they need to go rather than pointing or giving directions.

Duration: Keep in touch to ease waiting times. Let others know if there is a delay and how long it will be. Be polite, helpful, and understanding.

Explanation: Advise others what you are doing, how procedures work, and whom to contact if they need assistance. Communicate any steps they may need to take. Make words work. Talk, listen and learn. Make time to help. Ask, "Is there anything else I can do for you?"

Thank you: Thank somebody. Foster an attitude of gratitude. Thank people for their patronage, help or assistance. Use reward and recognition wording.

Working together and improving our own communication, we can provide the best patient experience here at Seneca, and communicate effectively with our coworkers!



Departmental Updates Continued...

Compliance or Privacy Reporting

If you have privacy or compliance concerns to report, please call:

Charlene Almocera

(833) 227-3743/Internal Ext. 1516

To report anonymously, please leave a message at:

Compliance Hotline

(833) 227-3743 / Internal Ext. 1525

We also have blank compliance forms for you to complete and drop into one of the Compliance Drop Boxes next to each Time Clock. Concerns or reports submitted are all investigated without fear of retaliation to the reporting employee. We prefer that you leave your name so that Compliance can respond to you timely with the status of your report as some issues may take longer to investigate and work through remediation.



SENECA HEALTHCARE DISTRICT

Presents

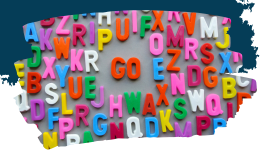
NURSES' WEEK CELEBRATION: MAY 8TH THROUGH MAY 12TH



MONDAY, MAY 8

Nurse Survival Kits

Presented by the nurses of our Education Department and Lake Almanor Clinic



TUESDAY, MAY 9

Word Scramble & Treat

Presented by the nurses of Infection Prevention and Long-term Care



WEDNESDAY, MAY 10

Nurse Bingo Day

Presented by the nurses of Care Coordination and Surgical Services



THURSDAY, MAY 11

Emoji Day

Presented by the nurses of Acute Care and Emergency Department



FRIDAY, MAY 12

Florence Nightingale's Birthday

Presented by Administration



Join us!

Thank you to
Nursing
Management that
helped to make this
week special for
everyone!

BEING A NURSE IS A PROFESSION FULL OF CHALLENGES, WE APPRECIATE ALL THAT YOU DO!

SENECA HEALTHCARE DISTRICT

General Updates

Centralization

Our staff and community have seen a lot of positive changes happening at Seneca recently and we are excited to announce the transition to centralization for the entire clinic.

We want to make staff aware of the improved registration process we are implementing at the clinic. The clinic is switching to a centralized healthcare system, which we have already started implementing with many of our provider offices and found great success. This includes centralized referrals, authorizations, scheduling, and more. We are hopeful that this process will improve overall patient access, services and satisfaction.

The Lake Almanor Clinic will begin use of the new centralized check-in system for all patients, Monday, May 22, 2023. Committed registration staff will assist patients with check-in, help guide patients to and from the provider's office and work with patients to collect copays and schedule follow-up appointments.

As of Monday, May 22, 2023:

- All patients will enter through the main clinic entrance.
- Due to upcoming construction, there will soon be construction fences blocking parts of our parking lot. Parking in front of and entering the main clinic doors will allow patients safe easy access to the different provider offices.
- Registration/check-in will take place at the main desk in the clinic for all patients.
- Once appointments are complete, all patients will exit through the main entrance in the walk-in clinic.

June Holidays:

- June 15–21 – National Nursing Assistant Week
- June 14 – National Career Nursing Assistant Day
- June 14 – Flag Day
- June 16 – National Career Nursing Assistants' Day
- June 18 – Father's Day
- National Safety Month

Community Wellness

Postponed:

The community wellness screenings have officially been postponed. We will release new dates for the screenings in mid-June. We are anticipating these to be rescheduled for the beginning of September. For more information on the Wellness screening please call 1(833)-227-3743 or email info@senecahospital.org information can also be viewed on our website at senecahospital.org/wellness