

# Seneca Healthcare District

# NEWSLETTER



## Major Milestone “Cerner Go-Live”

BY SHAWN MCKENZIE, CEO

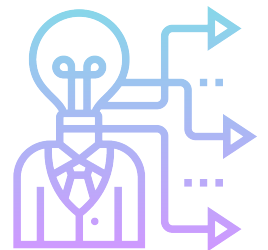
It is no secret that over the past 9 months, many Seneca staff have been working on building our new Electronic Health Record (EHR), Cerner Community Works (Cerner). The EHR acts as our main system for patient care, medical records, regulatory reporting, and billing. To say the least, transitioning to a new EHR is one of the largest and most comprehensive projects that any health system can undertake. It is a system that will be with Seneca for years to come so ensuring that it is properly developed to enhance our services and capabilities is a heavy lift.

We are scheduled to go-live on the new system on Monday, April 24th. Prior to this date, we will be conducting training for those members of our staff that will be interacting with the EHR in the daily course of their work. Most staff will have some exposure to the system and our goal is to provide as much training as possible prior to go-live. Cerner will completely replace the CSPI Evident system as our patient medical and financial accounting record. While CPSI will remain in the backdrop for access to historical patient data, we will NOT be using it in our day-to-day operations.

These past few months have been hectic, and I want to thank all those involved in this effort for doing an amazing job of balancing existing work with the need to spend time developing and testing the Cerner EHR.

Keep in mind that transitioning to a new EHR is like buying and jumping into a new car... they all have windshield wipers, lights, cruise control and such... They just may be in a different spot. Once you drive the new car for a while, it becomes second nature. You will find that by the end of May, working in Cerner will become muscle memory and a natural part of your workflow. Hang in there everyone, let us all open our minds to a new system and workflow as we meet this major milestone in Seneca’s journey to the future.

We are almost there!



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# NOTES & NEWS

## Jennie is out...

Thank you to Daphne and everyone that helped coordinate the Baby Shower for Jennie. Jennie is officially out on Maternity Leave. Don't forget Corie Kribs is your go-to gal while Jennie is out. She can assist you with general administrative and personnel HR needs.



## APRIL WORK ANNIVERSARIES

### 1 Year

April 4th- Kelsey Driscoll  
April 18th- Todd Lane  
April 18th- Alysha Griffin

### 4 Years

April 17th- Stefanie White

### 5 Years

April 1st- Sherra Baker

### 6 Years

April 20th- Ann Holt

### 7 Years

April 20th- Julie Monday

### 8 Years

April 2nd- JoAnn Mahloch

### 11 Years

April 16th- David Garey

### 15 Years

April 11th- Shell Stoops

### 16 Years

April 16th- Lisa Adler

### 31 Years!

April 16th  
Cathy Maxey

## New Patient Portal ~ My Seneca

With the transition to Cerner, we will be transitioning to a new patient portal, which will be called My Seneca. More information on the patient portal will be released with the launch of Cerner. We are working on an informational flyer that will be passed out to patients, which will provide information on the new patient portal as well as the existing patient portal.



## New Build Updates

Seneca staff spent several days this last month working with Building Rx, and our design-build partners The Boldt Company, and HGA to work through the schematic design for the new facility. Thank you to all the staff that has participated in this process. With the help of our staff and design-build team, we are hopeful that this will result in a beautiful facility that offers a great workflow. We are expecting the final few departments to complete meetings for the schematic design within the week. We'll be moving into design development soon, and are excited to see the details continue to come together.

# The Staff Corner

## Employee of the

Month:

Lori Ridenour



APRIL EMPLOYEE OF THE MONTH

Lorie has been a dedicated employee at Seneca for almost nine years. She has become an integral part of the Dietary Department. Lorie has been in a Lead position for 2 ½ years but has taken a lead role in the department far longer than that. Lorie is a true team leader. She is my right hand. It would be extremely difficult to do my job and run the department without her. She shows compassion for the patients, residents, and staff. She is always available to help other staff members and is the department's AM cook trainer. She helps with ordering from our various vendors, grocery shopping, attending IDT meetings, being on call, and is eager to take some classes with me to learn more of the administrative aspect of the job. She is committed to helping the department run smoothly. She takes pride in the food she cooks and is committed to putting out a quality product. She can think outside the box and find solutions to any issues that may arise. Lorie is always friendly to the staff, residents, and patients, and comes to work each day with a positive attitude and smile on her face. She is excited about our new facility and can't wait to see what our kitchen will look like. I would like to see Lorie continue her education and one day move into a managerial role.

Nominated by: Andrea Kelly, Dietary Supervisor

As an employee of Seneca, you have demonstrated our Seneca Core Values. What would you recommend others to do to demonstrate these Core Values as well?

Respect, communication, & teamwork

What qualities do you possess that make you stand out as an excellent team member at Seneca?

I'm a team player, I will help everyone that needs help. I show up on time every day.

What have been your biggest accomplishments on our team?

Getting promoted to Lead Cook.

Who are some of your biggest inspirations within the company?

Andrea Kelly, Jenny Maynard, & Dorothy Price.

What is the most unique part about working here?

All the different personalities & interacting with the residents.

How have you grown professionally over the last several years?

I've learned to take on more responsibilities for my team.

What are your career goals?

My goal is to retire.

Why do you love working at Seneca Healthcare District?

I love the residents and most of the people I work with.

I & A with  
Lori

# Departmental Updates

**Emergency Department**  
Trevor Hadley recently passed his  
LVN exam!  
Congratulations Trevor!

## Positive Feedback

*"I was treated so good. Everybody was kind. I was there for short of breath and there were instantly 3 people taking care of me.. treated like friend or family more than patient.. only place I will go"*

*great job, staff!*



## 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](mailto:dhousen@senecahospital.org)

*Ask Shawn about the time he was mistaken for Brad Pitt!*

## 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...

## Surgery/PACU

- David Vindiola, after almost 15 years with Seneca has moved on to another career. He will be very missed but we wish him all the best.

Goodbye

### **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.

## Patient Access & Health Information Professionals Weeks

Patient Access Week is celebrated from April 2-8. This week is dedicated to recognizing the vital role that our registration, scheduling, and authorization staff (hospital and clinic side) play in improving patient access to care by providing efficient, timely, and friendly customer service.

Here are a few of the tasks they perform that have a significant impact to our organization:

- Ensure that patients are covered for their medical services and the organization is reimbursed for the care it provides by capturing the proper insurance, authorizations, and collecting co-pays.
- Collect and validate correct demographics to ensure we have the right patient.
- Ensure that patients have access to the care they need in a timely manner by reducing wait times or efficiently processing referrals.

In addition, we'd like to take this opportunity to recognize Health Information Professionals Week, celebrated from April 17-21. This week is dedicated to recognizing the important role that health information professionals play in protecting, coding, and managing patient data; Health information professionals ensure that patient data is kept complete and secure and used in a way that is compliant with laws and regulations.

Both teams' commitment to our organization is invaluable, and we thank each of you for all you do.

IT ALL STARTS  
WITH PATIENT  
ACCESS



# SENECA HEALTHCARE DISTRICT

## General Updates

### Face Masks are Optional



Have you noticed the new signs? Facemask use in the hospital and clinic will now be based on CDC COVID-19 Community Levels (updated weekly) but may

be changed at the discretion of SHD's Infection Prevention Practitioner and administration.

| CDC COVID-19 Community Level | SHD Masking Requirements  |
|------------------------------|---|
| Low                          | Masking not required.   |
| Medium                       | *Masking required when entering a patient/resident's room or when in close contact with patient/resident (within 3 feet)              |
| High                         | *Masking required inside the hospital or clinic for those with possible patient/resident contact. Patients/Visitors masking required. |

Masking will be maintained for at least two weeks and then reevaluated based on the current CDC Community Level. SHD will continue to provide masks for any staff members who choose to continue wearing masks when not required.

### Found a DeLorean!

This year's 4th of July parade theme is Reflections: past, present, and future. We have found volunteers to dress up as Doc Brown and Marty McFly... We may even have miniature characters in the parade as well.

If you or anyone you know would like to participate in this year's parade, connect with Celssa. COutland@senecahospital.org or 530.258.6323



### CNA Program Update

This years CNA Program will be starting in June...

#### CNA TRAINING PROGRAM

LOOKING FOR A REWARDING CAREER IN THE HEALTHCARE INDUSTRY?



Apply now for our Certified Nursing Assistant training program!

SENECAHOSPITAL.ORG

Potential job placement at SHD upon passing CA Certification Exam after completing training.



• Next cohort starting in June 2023

### Community Wellness Dates:

**WHEN:** *Tuesday, June 6,* *7:00 am - 9:30 am*  
*Wednesday, June 7,* *7:00 am - 9:30 am*  
*Saturday, June 10,* *7:00 am - 9:30 am*  
*Tuesday, June 13,* *7:00 am - 9:30 am*  
*Wednesday, June 14,* *7:00 am - 9:30 am*

### May Holidays:

- May 5th- Cinco de Mayo
- May 6th-12th- National Nurses Week
- May 7th-13th- National Hospital Week
- May 14th- Mother's Day
- May 14th-20th- National Skilled Nursing Week
- May 20th- Armed Forces Day
- May 29th- Memorial Day