

# Heartbeats

Winter 2010

A Community Service of Mammoth Hospital  
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Lori Ciccarelli, Editor

## Administration Update

By Gary Boyd, Chief Executive Officer

Mammoth Hospital and the Healthcare District are having a busy and successful year so far. From a financial perspective, we are ahead of budget and we have successfully recruited a new Chief Financial Officer (CFO), Melanie Van Winkle. Melanie came to us from Valley Health System in Hemet, California, where she was Vice President of Finance. Prior to her work there, she was the Executive Director of Revenue Cycle at Palomar Pomerado Health in San Diego, and the CFO at Barton Hospital. She received her CPA in 1990 and has served as the San Diego Chapter President for the Healthcare Financial Management Association. Melanie and her family relocated to Mammoth Lakes in early January and she began her career at Mammoth Hospital on January 11. We are extremely pleased to have her on board and I'm sure she will make many contributions to our organization.



From the quality perspective, congratulations to Kathleen Alo, R.N., our Chief Nursing Officer, for recently passing her exams and becoming a "Certified Professional in Health Care Quality" (CPHQ). The granting of CPHQ status recognizes professional and academic achievement by individuals in the field of Health Care Quality Management. The comprehensive body of knowledge includes quality management, quality improvement, case/care/disease/utilization management, and risk management at all employment levels and in all health care settings. The CPHQ program is fully accredited by the National Commission for Certifying Agencies of the National Organization for Competency Assurance in Washington, D.C. It is the only international voluntary certification program in the field of health care quality management to achieve this accreditation. We will be looking to Kathleen to lead our efforts on quality reporting and fully implementing Mammoth Hospital's Performance Improvement process. And, from that perspective, I'm pleased to report that our patient satisfaction scores in the three areas we measure, which are the Emergency Department, Ambulatory Surgery, and Inpatient

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## Mammoth Hospital Elects new Chief of Staff

Every two years, the medical staff team at Mammoth Hospital elects a new chief of staff to oversee the team of medical professionals. Currently, the medical staff has approximately 50 active members including physicians, dentists, and other health specialists. Beginning January 1st, a new term began with Andrew Bourne, MD, stepping in as the new Chief of Staff for Mammoth Hospital. He was elected Vice Chief of Staff two years ago and now replaces Jennie Walker, MD, of the Emergency Department, who held the position for the previous two years.

As Chief of Staff, Dr. Bourne is working with all physicians to demonstrate the mission of the medical staff team providing patients with quality, personalized care throughout all of the hospital's departments.



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# Community Hospital Provides Community Service

By Nelida Garcia, Interpreter Services Coordinator

Mammoth Hospital is proud to be recognized nationally as a model program for health care interpreter services. Other health care organizations are asking to observe to see how it's done. It's a wonderful benefit for Mammoth Lakes; community hospital providing a community service.

On October 3rd, 2009, nine board members from the California Healthcare Interpreting Association (CHIA) toured Mammoth Hospital. CHIA is a 501(c) (3) public charity dedicated to improving the quality and availability of language services in the delivery of health care. This was the first time that the CHIA Board toured a rural hospital as a group. The board members were given a tour of the Mammoth Hospital's Emergency department, Medical Imaging department, and the Laboratory. They were amazed by how much the high altitude impacted the equipment and how the weather plays such a big role in the ability of care. They were especially impressed by the success of Mammoth Hospital's Interpretive Services program and its ability to provide services to such a large and complex Hispanic population. The program was viewed as a wonderful role model on how to develop an interpretive services program.

Katharine Allen, Board Member and past president of CHIA/owner of Sierra Sky Interpreting and Translation,



Nelida Garcia, Interpreter Services Coordinator with CHIA Board of Directors.

said "Mammoth has, in my view, a model interpreting services program. I have worked with hospitals throughout California and in Nevada as well, helping them tackle providing services for non-English speaking patients, and Mammoth's program is as solid as any I've seen. The key to its success comes from the hospital's commitment to serving all the patients in our community, whether they speak English or not. Mono County has seen the biggest percentage growth in Hispanic immigration in all of California and all our local services are challenged by how to deliver services effectively when your client population is changing so

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Unit, have consistently scored in the 90th to 99th percentile when compared to similar hospitals in California and across the nation. Congratulations to Kathleen and her team for achieving such great success in patient satisfaction!

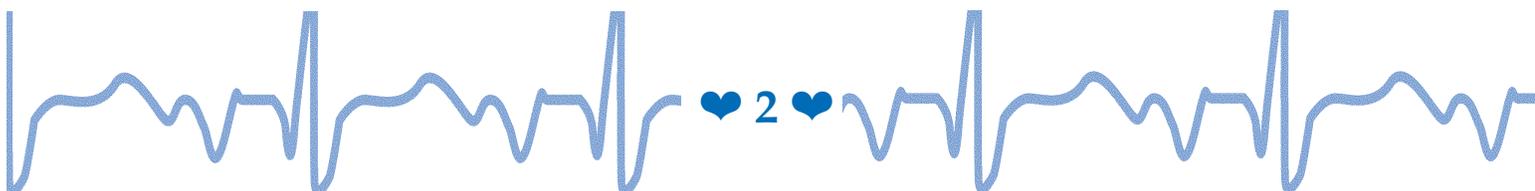


You may have noticed a change in our ambulance fleet recently. In December, we replaced Mammoth Hospital's older vehicles with a new Transport Unit and a much newer Ambulance. The Transport Unit will be used for patient transport between Mammoth Mountain and the Hospital and will be the workhorse of the two. The ambulance unit will be used to transport patients to the airport, other hospitals for

treatment or tests, and be on standby for special events such as the Moto Cross. Watch for them around town, they are a big improvement.

Mammoth Hospital has embarked on a strategic planning process. With help from our facilitator, we worked with about 15 community members, representatives from our medical staff, hospital staff, and the Southern Mono Healthcare District Board of Directors, to create a strategic plan. This plan will serve as a guide for us over the next few years as we chart a course for the future, improve our performance, and strive to provide high quality services to our community. I am pleased to announce that it was approved by our Board of Directors this past fall and we are in the process of implementing it. Many thanks to everyone who worked with us on it, especially those of you in the community who devoted your time to us to help create a valuable document. Watch for it soon on our website.

Thank you all for your support of our fine staff and institution, it is appreciated!



# Health Science Academy

By Kiara Raazi, Community Education Coordinator

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What if our high school experience had included the opportunity to get out of the classroom and into the work place? Would we have been more motivated to excel academically? Would we have had more direction in choosing a suitable career? For most of us the answer would be an obvious yes. Connecting the classroom to the work place is a tried and true method for giving students insight into how the skills they're developing at school apply to the working world of adulthood. It is with this in mind that Mammoth High School's Mike Boucher initiated the Health Science Academy.

With 25 students currently enrolled, Mammoth High School's Health Science Academy strives to motivate its participants to excel academically while simultaneously giving them valuable insight into the different career options in the health care industry. Mammoth Hospital physicians and staff have given insightful presentations to academy participants both in school and at the hospital. For instance, by taking students through the birthing process in an actual labor and delivery room, Dr. Victoria Mohr was able to imbue her presentation with an element of realism. Likewise, Dr. Jonathan Bourne's presentation in a fully functional operating room was much more tangible than photocopied handouts or one-dimensional flipcharts in a classroom. The Academy also gives students the chance to job shadow health care professionals at Mammoth Hospital. Job shadowing is a term used to describe close and careful observation of a professional engaged in work



*Dr. Jonathan Bourne with HSA Students*

related activities. At Mammoth Hospital, job shadowing could mean watching an ER doctor suture an open wound, a dentist fill a cavity, or a physical therapist assess the extent of a shoulder injury.

Health Science Academy participants have job shadowed at Mammoth Hospital five times so far this academic year. Hospital staff has found the excitement and curiosity of the students refreshing and the students have cherished the opportunity to interact with and observe health care professionals on the job. We look forward to continued cooperation with the Academy and wish the students success in this innovative and engaging program.

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Dr. Bourne is currently one of Mammoth Hospital's general surgeons. Dr. Bourne earned his medical degree at Upstate Medical University in Syracuse, New York in 1992 following completion of his undergraduate work at Loma Linda University. Dr. Bourne completed his residency training in general surgery at the University of Utah and completed fellowships in vascular surgery and

endovascular surgery at the University of Utah and the University of Rochester respectively. Dr. Bourne is also fluent in French, having received a diploma of the French language from the French Language Institute in St. Julien, France in 1983. Dr. Bourne is an avid mountaineer and ski touring enthusiast. He also enjoys trail running and most outdoor activities.

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quickly. In 2002, there was not a single dedicated interpreter anywhere in the county and few people understood how complex and difficult interpreting really is, nor how critical it is to public health. It takes much more than simply being bilingual. The hospital has done its homework, which is why now there are three full-time and seven dual-role interpreters

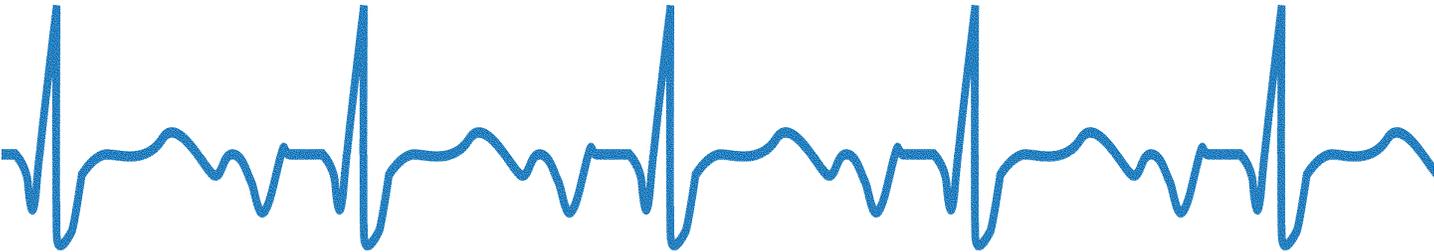
working at the hospital, all of whom have received language proficiency testing, interpreter skills training and ongoing professional development. I frequently cite Mammoth Hospital as an example of what is possible, even in remote, rural settings."





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**Live Better Live Longer Symposium - Women's Health Focus**

Our next Live Better Live Longer symposium is scheduled for Saturday, 2/27/10, from 5:00pm – 7:00pm in the Sierra Park Family Medicine clinic lobby with a focus on women's health. Speakers include:

- William White, M.D., Hormone Replacement Therapy
- Mary Bassler, M.D., Heart Disease in Women

Refreshments will be served. For more information, contact Lori Ciccarelli, Community Relations Director at 760-924-4015.

**Vision**

The Southern Mono Healthcare District is dedicated to excellence in the preservation, enhancement and restoration of the health and well being of all members of our residential and visitor communities.

**Mission**

The mission of the Southern Mono Healthcare District is to:

- ♥ Deliver excellent, compassionate health care services for our residents and visitors;
- ♥ Provide appropriate health care services which conform to the highest standards of care and are directed toward improving the overall health of our community;
- ♥ Ensure sustainability through sound governance, quality management and financial responsibility; and
- ♥ Facilitate continuity of care through the development of local and regional collaborative relationships with businesses and other providers.

**Administration**

- Gary Boyd, MPH, *Chief Executive Officer*
- Joe Bottom, *Chief Operations Officer*
- Kathleen Alo, RN, BSN, *Chief Nursing Officer*
- Melanie Van Winkle, CPA, *Chief Financial Officer*

**Southern Mono Healthcare District  
 Board of Directors**

- Donald Sage, M.D., *Chairman*
- Lynda Salcido, P.H.N., *Vice Chair*
- Helen Shepherd, *Treasurer*
- Dan Wright, *Secretary*
- Jack Copeland, *Member at large*



**SIERRA PARK CLINICS**

Behavioral Medicine / Psychiatry .....	934-2551
Family Dental .....	924-4007
Family Medicine.....	934-2551
General Surgery.....	924-4014
Internal Medicine .....	924-4001
Neurology .....	924-4084
Orthopedic & Sports Medicine .....	924-4084
Bishop .....	872-7766
Pediatric.....	924-4000
Physical & Occupational Therapy .....	934-7302
Urology .....	924-4102
Women's Health Services.....	924-4044
Bridgeport Family Medicine Clinic.....	932-7011