

Heartbeats

Winter 2004

A Community Service of Mammoth Hospital
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Lori Ciccarelli, Editor

First Annual Festival of Trees a Huge Success

"Let it Snow, Let it Snow, Let it Snow." The night was magical. The major snow storm didn't discourage many. The holiday spirit filled the air on Saturday, 11/27th, at Mammoth Hospital's first annual Festival of Trees gala dinner.

A "Charles Dickens" doorman greeted guests as holiday carols echoed through the winding staircase leading to festive harp music. A red carpet enticed those to enter what was to be the most talked about event of the year. The perimeter of the room was lined with nine enchanting noble fir Christmas trees dripping with elegance. Themed gifts accompanied each tree for an added bonus for those who despise the holiday shopping rush. This evening was also the inaugural event of the new hospital foundation, The Healthcare Trust of Mammoth Lakes (HTML). The buzz around town is that community members can't wait for next year's event; the talk is that it will get more popular with each passing year.

Handcrafted wreaths and gingerbread houses were on display for silent auction. Spectators participated in a live auction bidding on these holiday trees for \$3,000-\$5,000

each. "We are ecstatic that proceeds of this event totaled a little over \$50,000 and will equip two of the emergency department's critical care suites for the hospital's expansion project," says Gary Myers, Mammoth Hospital Chief Executive Officer.

We thank the many volunteers that made this event a huge success. We appreciate the over-the-top support from the community. A big thank you to our sponsors: OnFile, Sierra Design Studio, Mammoth Times, Gallerie BarJur, Mammoth Art Guild, Mammoth Mountain Ski Area, California Endowment, Minaret Mall Shopping

Center, O'Connor Kriegh Architects, Mammoth Hospital, Eastern Sierra Community Bank, and Mammoth Mountain RV Park.

Plans are already in the works for next year's Festival of Trees on Saturday, 11/26/2005. If you would like to receive an invitation, be a tree sponsor, or would like more information, contact event coordinator Lori Ciccarelli, Community Relations Director at lori.ciccarelli@mammothhospital.com or (760) 924-4015.



Tree designer, Maryann Leyen, Alpine Floral Design, with assistance from Bishop High School ROP floral students.

Upcoming Seminars

January 24, 2005: "Tendonitis"- Richard Price, MD, Sierra Park Family Medicine
"Correct Ergonomics and Tips on Conservative Management of Tendonitis"
-Sierra Park Physical Therapy

February 2005: "Healthy Heart"- Sierra Nevada Cardiology
"Exercise"- Sierra Park Physical Therapy

For more information, call Kathy Romagnino, Education Department, (760) 924-4063

Welcome New Chief Nursing Officer

Welcome Kathleen Alo, RN, BSN, newest member to Mammoth Hospital's Senior Management team. Kathleen recently moved here from the Los Angeles area where she was the assistant nursing director and trauma program manager at LAC+USC Medical Center for the past 14 years. Her tenure at USC dates back to 1978 when she started as a new graduate staff nurse on the burn ward. She has held several positions of progressive responsibility during her past 26 years of service there. Kathleen holds a diploma from the School of Nursing at Los Angeles County Medical Center and a bachelor's of science in nursing from Cal Sate, LA. She also holds a California Public Health Certificate and California Teaching Credential in nursing. Kathleen is currently an assistant clinical professor in the department of surgery at USC Keck School of Medicine. She has co-authored numerous articles published in various medical journals and has been an invited speaker at several symposiums. "We feel Kathleen will be a wonderful asset to our hospital," says Gary Myers, hospital CEO. "And that she will play an important role



in furthering the vision and mission of our District."

Kathleen and her husband, James, have two daughters; Jacqueline age 13, and Melissa age 8. The Alos enjoy family outdoor activities that include winter sports.

Neurologist Joins Mammoth Hospital

Douglas Will, M.D., M.P.H., recently joined Mammoth Hospital and is a board certified neurologist, having trained at the Neurological Institute of New York at Columbia Presbyterian Medical Center. Dr. Will has served as Dean of the School of Medicine at Loma Linda University, and as Chairman of the Department of Neurology. He established a Center of Excellence for Parkinson disease at Loma Linda University with funding from the National Parkinson Foundation (NPF), and has conducted research on a wide spectrum of neurological disorders. Dr. Will has been a member of the Council of Deans, American Association of University Professors of Neurology, Advisory Panel on Neurology of the California Medical Association, Medical Advisory Committee of the Myasthenia Gravis Foundation California Chapter, principal investigator for the National Parkinson Foundation, and co-investigator for the National Institutes of Health. He has extensive experience in the development of information technology used to improve the quality of health care services, and obtained an appropriation from Congress to establish the National Medical Technology Testbed, Inc. with the mission



of transferring critical, dual-use technology from defense to health care. Dr. Will is the recipient of numerous awards and honors, and has presented scientific papers at many national and international meetings. As a practicing neurologist, Dr. Will has experience in caring for patients with headache, memory loss, movement disorders, seizures, multiple sclerosis, head injury, spinal cord problems, brain tumors, peripheral nerve problems, muscle disorders, numbness, dizziness, stroke, neck pain, back pain, and infections of the nervous system. Dr. Will is seeing patients four days a week in Mammoth at the new Mammoth SPORT Center at Mammoth Hospital, (760) 924-4084 and serving Bishop one day a week at (760) 872-7766.

Dr. Will has lived in Mammoth for the past four years and enjoys running, and downhill and telemark skiing. He is a current member of the Snowcreek Striders and he has participated in the New York City marathon three times. He has raced up to Tioga pass several times and loves running the Mammoth Rock trail, Duck Pass trail, and Mammoth Crest trail.



Reduce, Reuse, and Recycle

By Carrie Clotere, RN

With the assistance of Sierra Conservation, the vision of becoming an earth-friendly hospital has become a reality. Recycling within a hospital setting is an innovative idea that can only be put into practice with a common goal and vision. Recycling in a small rural community is also a large challenge. Together with the help of Sierra Conservation and Mammoth Hospital, the future of recycling has arrived.

The best place to start a recycling program is with the obvious and most simple areas. The largest resource most hospitals waste is paper. Mammoth Hospital has finally been able to achieve the ideal goal for paper recycling – reduce, reuse, recycle. The reduction of paper by computerized chart scanning has greatly lowered the consumption of paper throughout our hospital. We have been able to reuse paper by purchasing Xerox quality recycled paper for all of our copiers and printers. Finally, the hospital has been able to establish a recycling program for flat and shredded paper with central collection areas throughout the facility.

Sierra Conservation has added recycling in the kitchen for all cardboard, tin, glass, aluminum, and plastic packaging. This reduces our kitchen waste in half. Glass, plastic, and aluminum are also collected in visitor and employee areas. Thanks to Brad Allan, Safety Officer for Mammoth Hospital, we have almost removed all of the mercury-containing products. We are now collecting ink cartridges, batteries, and fluorescent bulbs for recycling. Our goal is to continue to expand our recycling program as our hospital grows. Sierra Conservation offers recycling of paper, cardboard, aluminum, tin, glass, plastic, and ink cartridges to residences and businesses in our community.



Renn Everhart, Brook Reitman, Brad Allan, and Stephanie Stanton, RN, are some of those who helped kick off the hospital recycling program.

They are available to anyone who needs their services. Mammoth Hospital has made the commitment to recycle and become an environment-friendly hospital because we care about our community and the beautiful place in which we live.

Special thanks to Stephanie Stanton, RN, Gina Connaughton, Brook Reitman, Renn Everhart, Brad Allen, Brian Robinette, and the Recycling CQI team for their hard work in bringing recycling to Mammoth Hospital.

Mammoth Hospital Scores High Again in California Patient Survey

Mammoth Hospital participated in the 2004 California Hospital Experience Survey (formerly known as PEP-C), the largest and most comprehensive publicly reported hospital patient survey in the nation. Mammoth Hospital was one of 200 California hospitals that volunteered to participate.

Designed to evaluate hospital experiences from the patient perspective, the survey asked patients that were hospitalized between November 2003 and February 2004 to answer questions about key aspects of their care, such as:

- Were you treated with respect and courtesy, and as a partner in the health care process?
- How well did hospital staff address your fears and anxieties?
- Did hospital staff explain test results and treatment options clearly and completely?
- Did doctors and nurses explain what to expect after you left the hospital?

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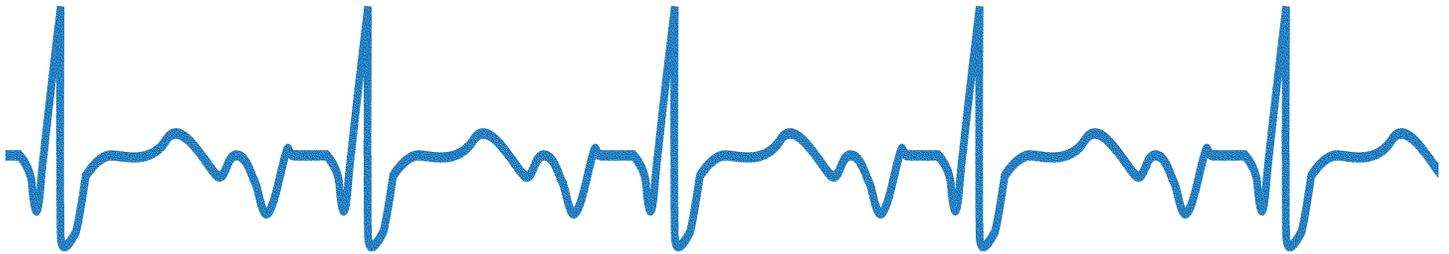




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“California hospitals participating in this survey are on the leading edge of a growing national movement for standardized public reporting. We are building toward having both patient experience and clinical performance data available for consumers,” said Mark D. Smith, MD, MBA, president and CEO for the California HealthCare Foundation. Based on patients’ evaluations of eight dimensions of care in medical, surgical, and maternity services, Mammoth Hospital – and all participating hospitals – were individually compared with California state averages. Each hospital received either a three (above average), two (average), or one (below average) star rating in each dimension of care for each service. In overall hospital performance in all eight categories of care, Mammoth Hospital received three stars, above average ratings. The eight categories surveyed include respect for patient preferences, coordination of care, information and education, physical comfort, emotional support, involvement of family & friends, safe medical practices, transition of home, rating of hospital, and would recommend hospital. “Participating in the survey reflects our commitment to continually improving the quality of our care and providing consumers with the information they need and deserve,” said Stephanie Stanton, RN, Mammoth Hospital Quality Improvement Coordinator. “By surveying our patients, we learn what we’re doing right and where we should focus our efforts to make our patients’ experiences even better.” The survey is part of a growing movement to report performance of health care organizations publicly. The California survey is the largest scientifically valid survey of hospital patient experiences in the United States. It is based primarily on the Centers for Medicare and Medicaid Services national standard for measuring patient hospital experience, known as the Hospital CAHPS survey. The California survey is the first Hospital-CAHPS pilot site to release results to the public. Every acute-care and children’s hospital in California was invited to participate in the survey. Participating hospitals accounted for 52 percent (200) of the state’s 389 general acute-care and children’s hospital, a 77 percent increase over the first survey three years go.

The latest information on how patients perceive care at 200 California hospitals is now available online at www.Calhospitals.org. More than 36,000 people who spent at least one night in a participating hospital responded to the third statewide California hospital experience survey, sponsored by the California HealthCare Foundation (CHCF) and the California Institute for Health Systems Performance (CIHSP). Using the web site, consumers can compare individual hospital results by region, county, city, or zip code. This year, for the first time, CalHospitals.org is also available in Spanish.