

**NORTHWEST HOSPITAL  
STANDING ADVISORY  
COMMITTEE MEETING**

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**JANUARY 21, 2016**

# AGENDA

<b>TIME</b>	<b>ITEM</b>	<b>PRESENTER</b>
6:00 pm	Welcome, Introductions & Housekeeping <ul style="list-style-type: none"><li>• Adopt November 2014 minutes</li><li>• Updated by-laws</li><li>• Chair &amp; Co-Chair Nominations</li><li>• Agenda Overview</li></ul>	Scott Sheehan - Committee Chair  Shawn MacPherson – Co- Chair
6:20 pm	2015 Year in Review 2016 Goals	Cindy Hecker Executive Director Northwest Hospital
6:50 pm	Public Comment and Questions	Public
7:10 pm	Committee Deliberation/New Business	Committee
7:30 pm	Scheduling of next meeting Adjournment	Committee Chair/Co- Chair

**2015**  
**YEAR IN REVIEW**

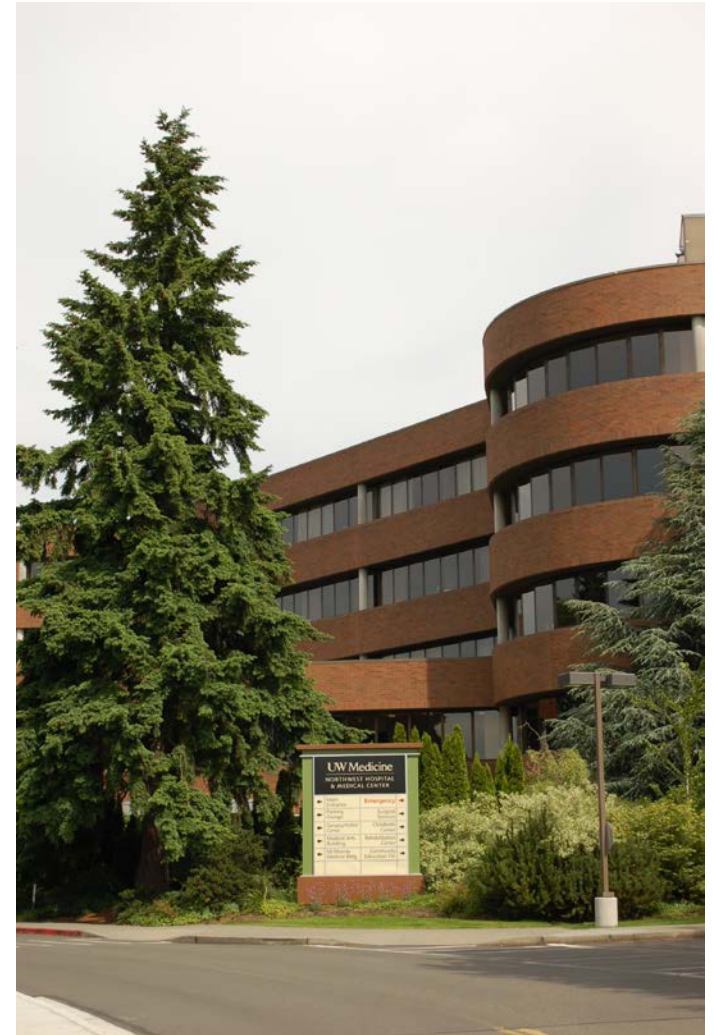
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# FACILITY UPDATES

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# FY2015 STATISTICS

- Admissions: 9,934
- Employees: 1,750
- Total Medical Staff: 783
- Additions to Medical Staff: 109
- Births: 1,223
- Outpatient Visits: 195,031
- Emergency dept. visits: 36,159



# FACILITY UPDATES

- New construction and renovations of outpatient clinics
- Installation of digital breast tomosynthesis unit in the Seattle Breast Center
- Basic upgrades to Childbirth Center and Medical Surgical units
- Successful surveys conducted by Department of Health, State Fire Marshal and Department of Ecology
- Continual facility upgrades in phased approach
- Modification of emergency power generators to maximize reliability and to provide cleaner exhaust discharge

# QUALITY & SAFETY PROGRAM

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# UW MEDICINE PATIENTS ARE FIRST GOALS

## Focus on Serving the Patient/Family

Serve all patients and family members with compassion, respect and excellence.

## Provide the Highest Quality Care

Provide the highest quality, safest and most effective care to every patient, every time.

## Become the Employer of Choice

Recruit and retain a competent, professional workforce focused on serving our patients and their families.

## Practice Fiscal Responsibility

Ensure effective financial planning and the economic performance necessary to invest in strategies that improve the health of our patients.



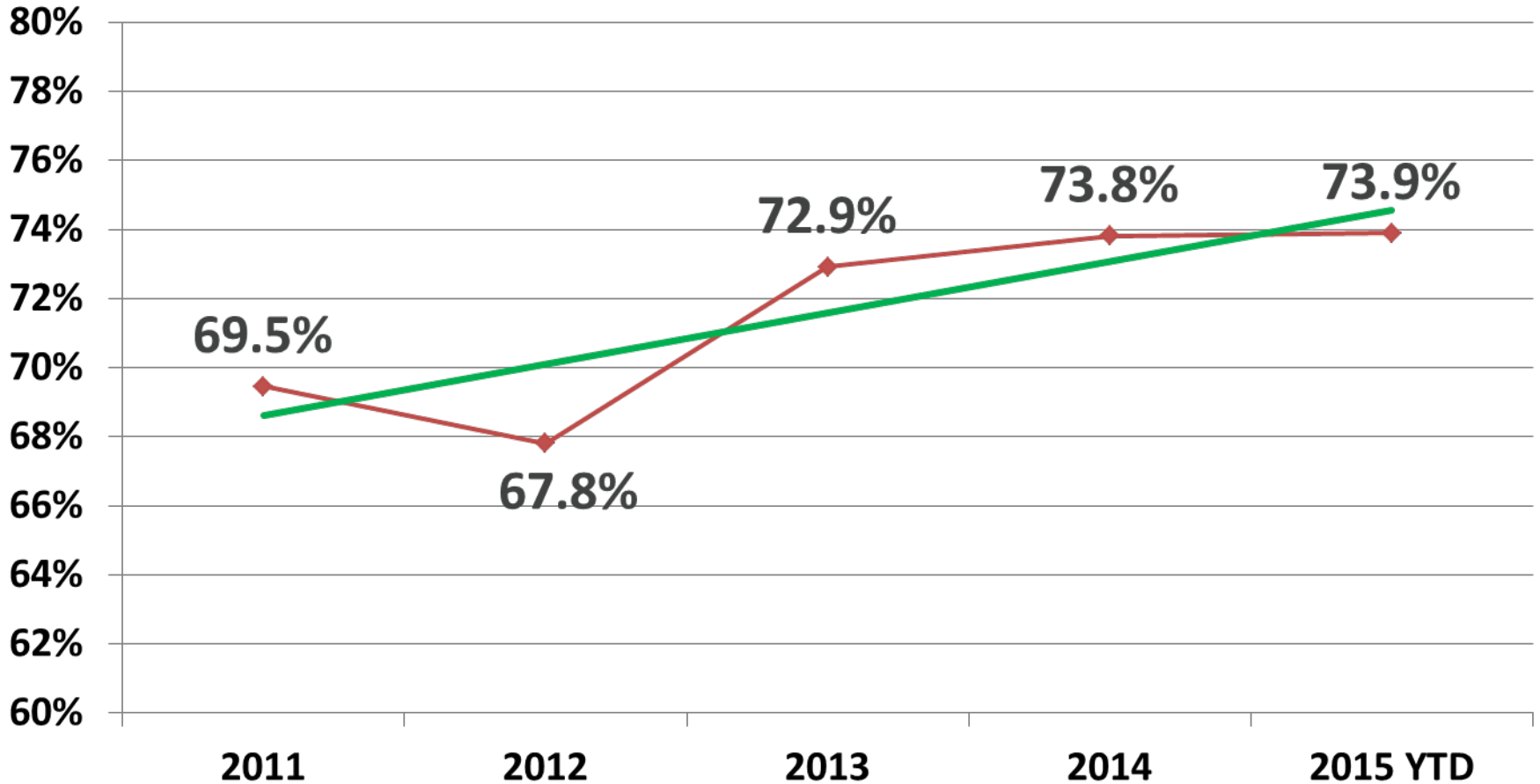
# PATIENT EXPERIENCE

Northwest Hospital surveys patients in the hospital and ambulatory settings to assess service levels.

We have been surveying to improve service performance under the UW Medicine Patients are First program since 2011.

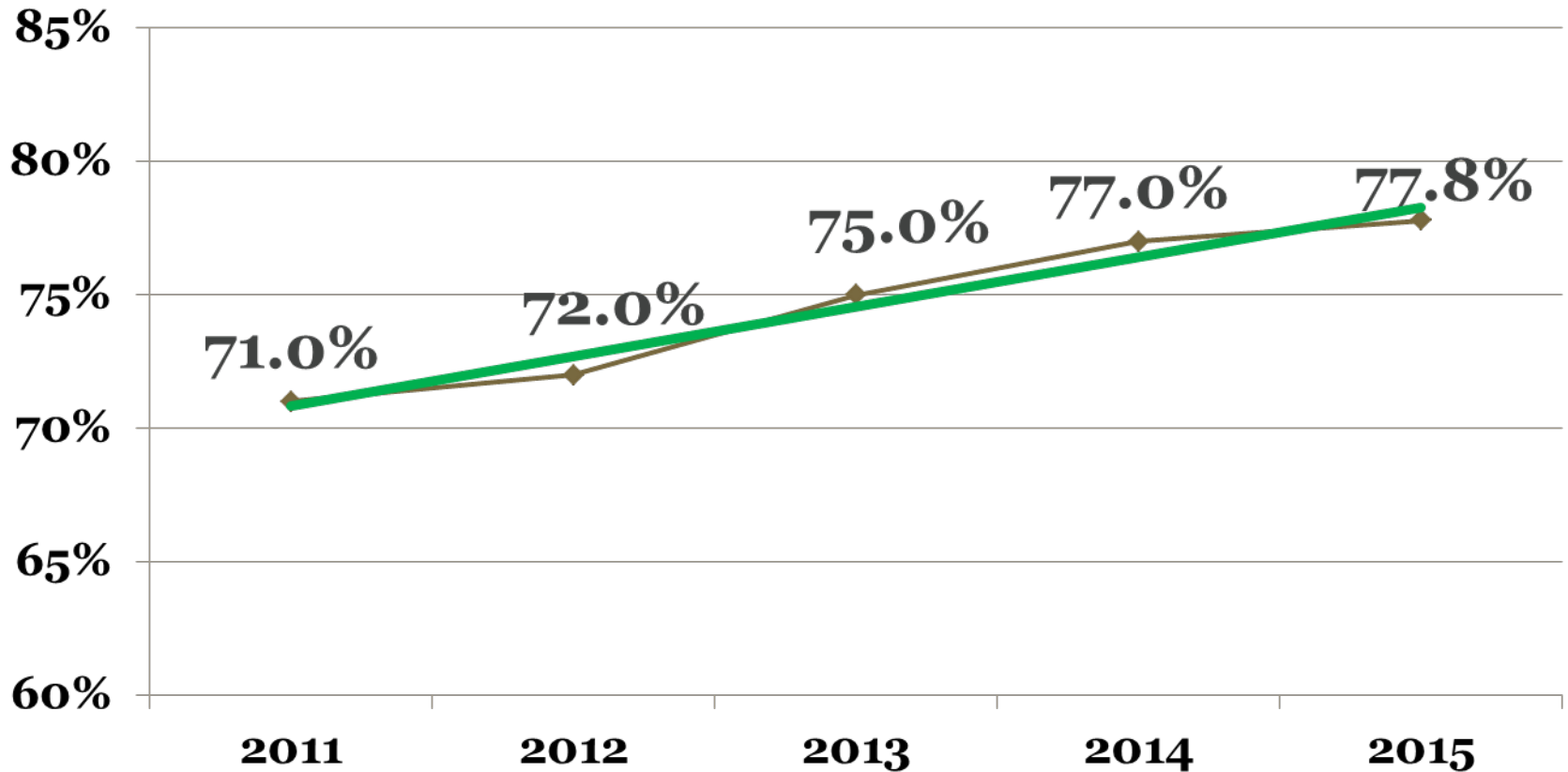
# HOSPITAL OVERALL RATING

## Hospital Overall Rating % of patients rating 9 or 10



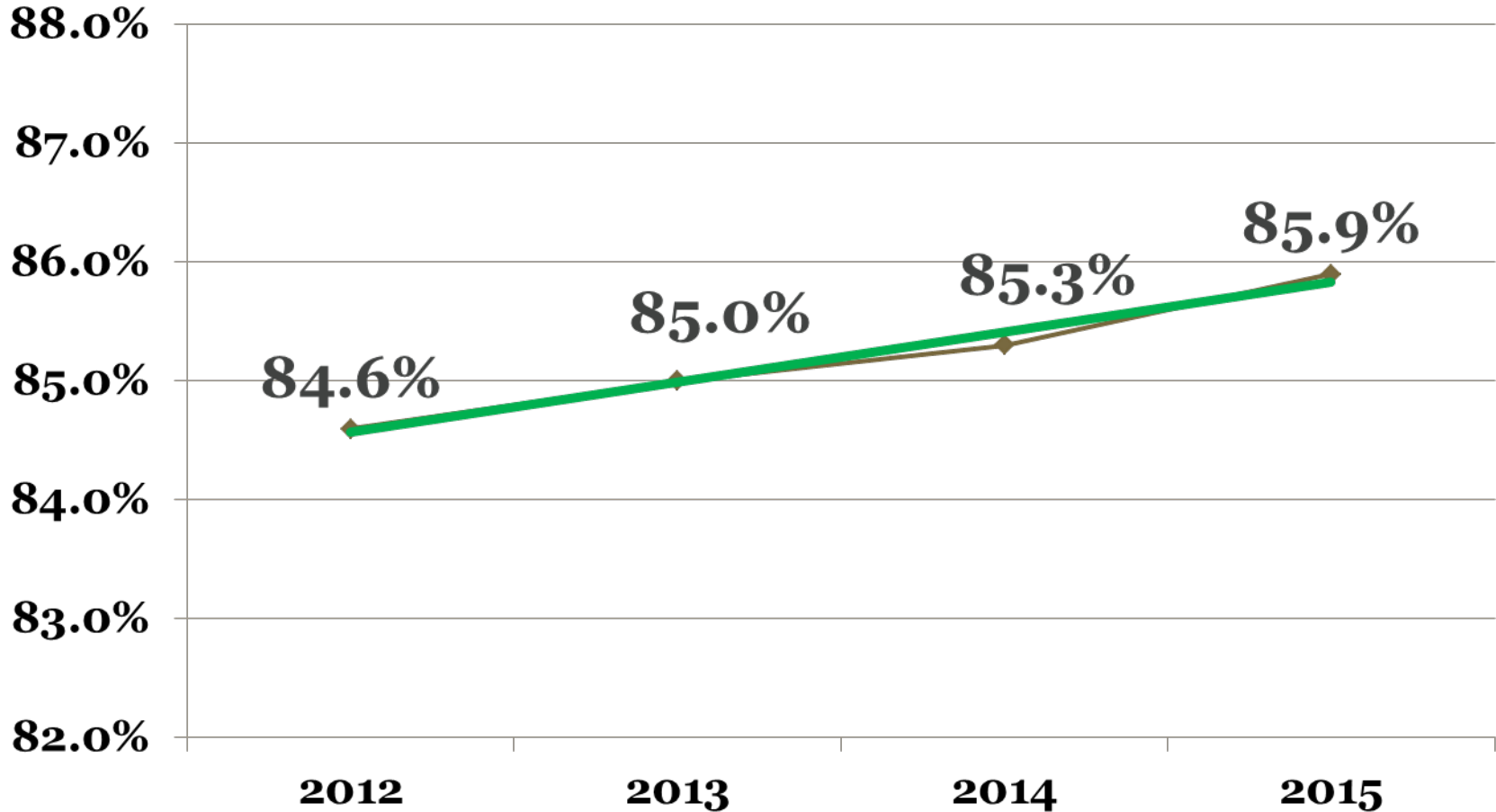
# COMMUNICATION WITH NURSES

Percentage of patients answering  
“nurses always communicated well.”



# AMBULATORY CLINIC WILLINGNESS TO RECOMMEND

Percentage of patients answering  
“Yes, they would definitely recommend”



# OUTCOMES

- Northwest Hospital has a long history of earning accolades for patient care on both the local and national level.
- Northwest Hospital has built an outstanding reputation for patient care in the community:
  - Northwest Hospital and UW Medicine were recognized by Qualis Health as a leader in the community for keeping patients safe from hospital acquired IV line infections (CLABSI)

# OUTCOMES -- AWARDS



**Seattle Magazine/  
Seattle Met Magazine  
“Top Docs”**



**HealthGrades  
Excellence Awards**

**UW Medicine**  
NORTHWEST HOSPITAL  
& MEDICAL CENTER

# OUTCOMES -- AWARDS



**Get With the Guidelines-Stroke Silver Plus Quality Achievement Award with Target: Stroke Honor Roll**



**Mission: Lifeline® Silver Receiving Quality Achievement Award**



**U.S. News & World Report – Best Hospitals for Patients Who Need Common Care: High Performing in Heart Failure**

# **NORTHWEST AMBULATORY CLINIC NETWORK UPDATE**

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# AMBULATORY HIGHLIGHTS

- Transitioned 13 clinics into the Ambulatory Clinic Network
- Recruited and hired new providers
- Consistently met service excellence goals and remain system-wide leader in willingness to recommend, physician communication and overall physician rating
- Increased access by providing evening and weekend hours in our Primary Care clinics

# NORTHWEST INFECTIOUS DISEASE



**Dr. William Ehni**



**Dr. Santiago Neme**

- **Outpatient clinic treating range of infectious diseases and conditions, from simple infections such as pneumonia to complex diseases such as HIV and Hepatitis C**
- **Physicians board-certified in internal medicine and infectious disease.**
- **Located on main Northwest Hospital Campus in the “D-Wing” administration building**

# NORTHWEST HEARING & BALANCE

- Formerly Puget Sound Hearing & Balance
- Board-certified otolaryngologist, subspecialties in otology and neurotology; staff of audiologists.
- Chronic ear infections, acoustic tumors, Meniere's disease, cochlear implants, bone-anchored hearing aids, hearing tests, surgical procedures such as ear drum repair.
- Located near Northgate



Dr. Alan Langman

# **SURGICAL SERVICES & HERNIA CENTER**

- **Combined Seattle Pacific Surgeons, Northwest Surgical Specialists and UW Medicine Hernia Center**
- **Ten board-certified surgeons**
- **Specializes in hernia surgery, colorectal surgery, vascular surgery and the full range of general surgery procedures, including thoracic, breast, abdominal, esophageal and gastrointestinal**
- **Located in the Medical Office Building on the main Northwest Hospital campus**

# PRIMARY CARE EXPANSION

## Name Change/Relocation

- Northwest Primary Care Outpatient Medical Center (Formerly Sand Point Internists)
- Northwest Primary Care Main Campus Clinic (Formerly Seattle Internal Medicine, Northwest Internal Medicine)
- Northwest Primary Care Richmond Beach Clinic (Formerly Richmond Internal Medicine)
- Northwest Primary Care Lake Forest Park Clinic (Formerly Lake Forest Park Medical Clinic)

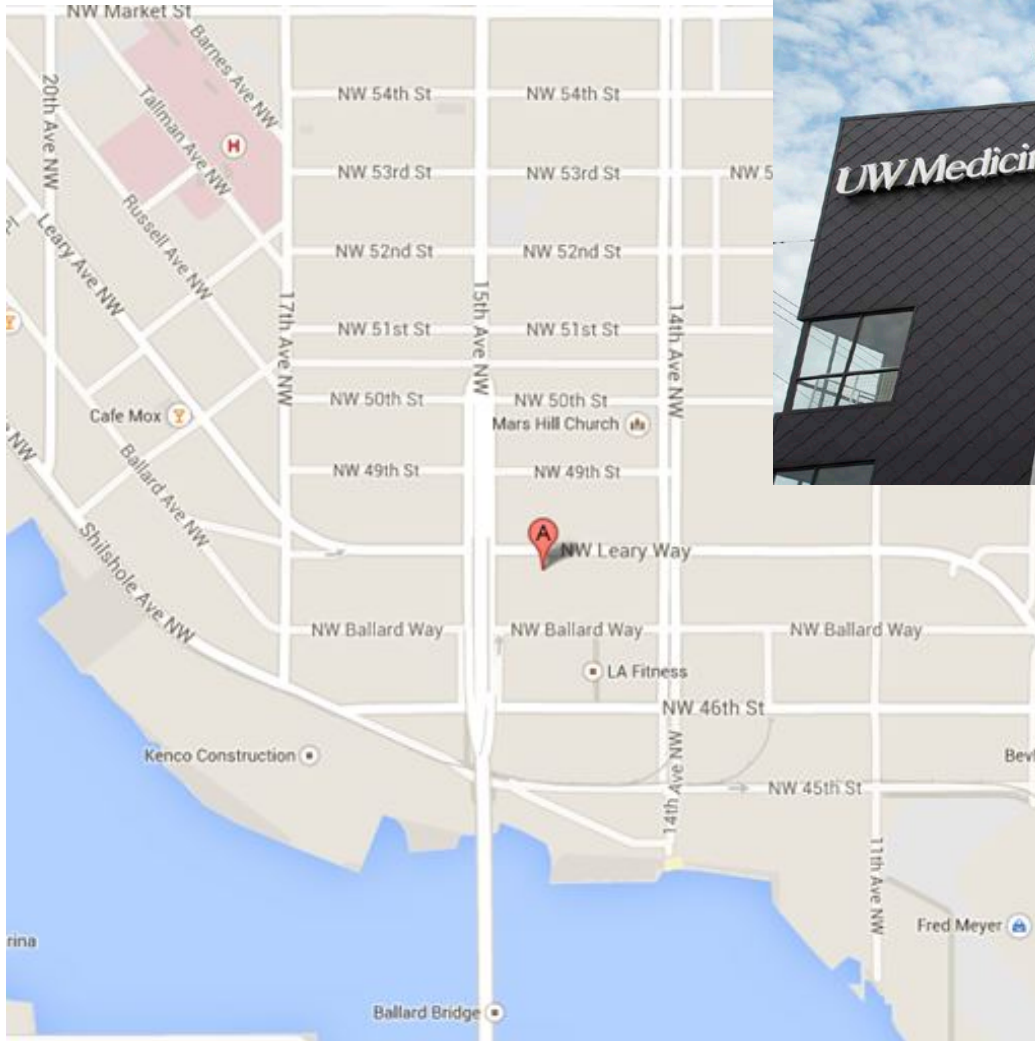
## Growth

- Northwest Primary Care Fremont Clinic (Dr. Martin Cahn)

# SPECIALTY CLINIC EXPANSION

- ✓ Kidney Stone Center
- ✓ Hepatology
- ✓ Gastroenterology

# UW MEDICINE IN BALLARD



1455 Leary Way, NW  
Near the Ballard  
Bridge

**UW Medicine**  
NORTHWEST HOSPITAL  
& MEDICAL CENTER

# UW MEDICINE IN BALLARD

- First major UW Medicine presence in Ballard
- 30,000 sq feet of clinic space
- Early 2015
  - The Sports Medicine Clinic and Advanced Manual Therapy relocated from former Ballard location
  - New UW Neighborhood Ballard Clinic opened
- Mid 2015
  - UW Medicine Urgent Care opened
- Late 2015 – 2016
  - Medical specialists providing care at Ballard location – OB/GYN, hip & knee, cardiology



# UW MEDICINE IN BALLARD



# UW MEDICINE ADVANCEMENT/ NORTHWEST HOSPITAL FOCUS AREAS

- NWH has partnered with UW Advancement to enhance our philanthropic opportunities.
- Increase philanthropic staff support for Northwest Hospital
- Rekindle past relationships and create new opportunities for donation
- FY16 specific project opportunities include Geropsychiatric Center, Childbirth Center and Conference Center.

# UW MEDICINE ADVANCEMENT CONTACTS

## **Northwest Hospital Advancement lead**

**Matt Sobotta**  
Associate Director of  
Philanthropy  
[msobotta@uw.edu](mailto:msobotta@uw.edu)  
206-616-4926



## **Health System Philanthropy team lead**

**Clint Burwell**  
Assistant Vice President  
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## **UWM Campaign lead**

**Randy Mann**  
Associate Vice President  
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# **UW MEDICINE ACCOUNTABLE CARE NETWORK**

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# UW MEDICINE ACCOUNTABLE CARE NETWORK

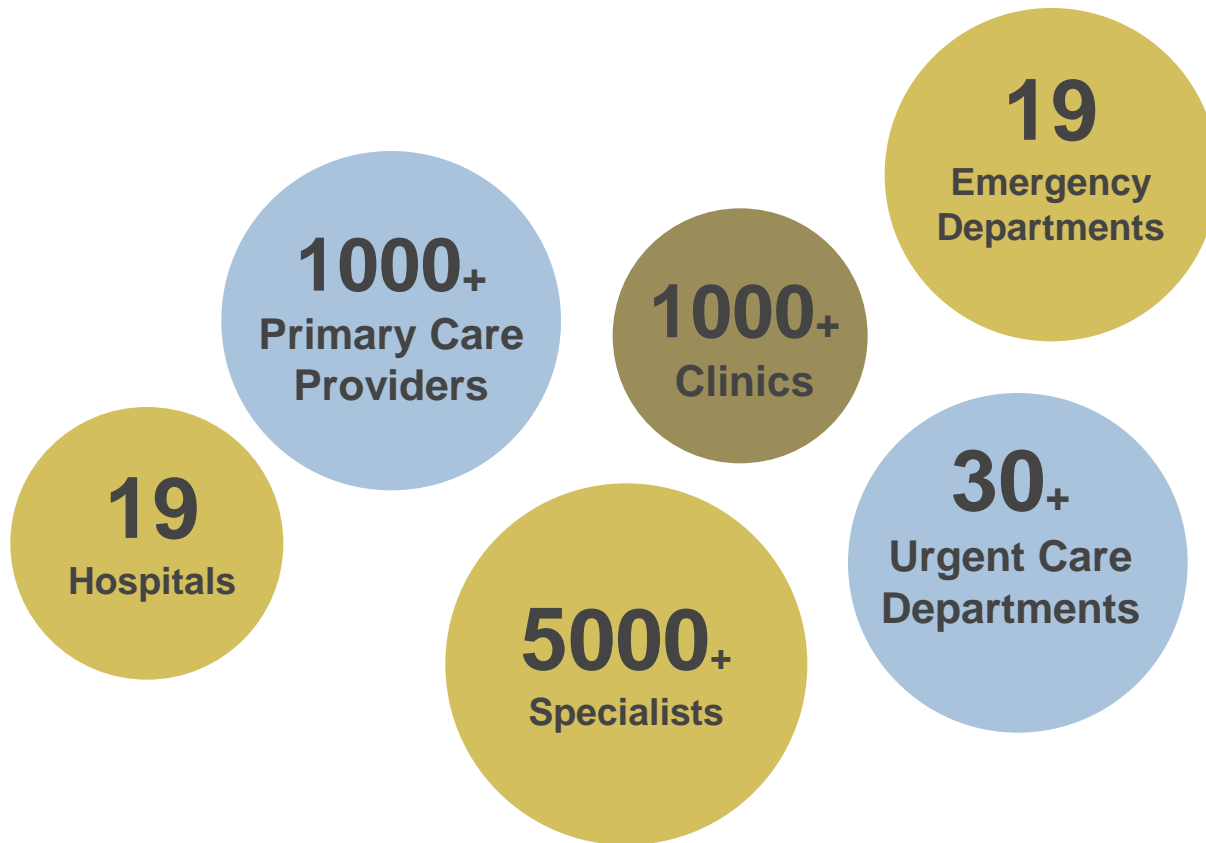
- The goal of accountable care is to achieve the “Triple Aim”
  - Improve patient experience
  - Achieve better population health
  - Make health care more affordable

# UW MEDICINE ACCOUNTABLE CARE NETWORK

- UW Medicine became an Accountable Care Organization in January 2014
- The UW Medicine Accountable Care Network launched in June 2014
- The UW Medicine ACN is the most comprehensive accountable care network in Washington, with a geographic reach from Bellingham to Olympia

# UW Medicine Accountable Care Network

Spanning cities and neighborhoods across  
Puget Sound



# UW Medicine ACN Network Members

## UW Medicine Accountable Care Network

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Fred Hutchinson Cancer Research Center  
UW Medicine  
Seattle Children's



UW Medicine



# LOOKING AHEAD

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# UPCOMING & FUTURE DEVELOPMENTS

- Continued primary and specialty care expansion to provide additional access to our community
- Focus on maintenance of our existing buildings/energy conservation
- Northwest Hospital clinical facility replacement project (new building)

# PRELIMINARY BUILDING RENDERING



# **PUBLIC COMMENT**

## **Q & A**

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