

NEWS BRIEFS

Informational Newsletter for Wyoming Hospitals

Volume 39, Number 01

January 9, 2009

WHA Calendar:

WCAHN Meeting 1/19
Cheyenne

WHA Board Meeting 1/20
Cheyenne

Other Events:

Wyoming Healthcare Commission Meeting 1/12
Cheyenne

2009 General Session of the Legislature Begins 1/13
Cheyenne

Telehealth Steering Committee Meeting 1/20
Cheyenne

Prescription Drug Abuse Stakeholders Meeting 1/21
Cheyenne

Multiple Tools Available for Information on General Session



More than a dozen bills of interest to Wyoming's hospitals and healthcare community have been filed in anticipation of the 2009 General Session of the Legislature, which begins Tuesday.

The Wyoming Hospital Association will be monitoring many of these bills and actively lobbying others throughout the session. Unlike last year's Budget Session, the threshold for the introduction of bills is much lower this year, which typically results in many more bills receiving consideration, and a very active 40-day session.

A number of tools and options are available to help keep you informed about the progress of the bills that are most important to you.

First among those tools is the WHA's weekly Legislative Summary. This comprehensive listing includes both House and Senate bills, their primary sponsors, the WHA's position on each bill, and their current status. The Summary is updated through-

out each week and shipped to WHA members and others via email on Friday morning.

Look for your Legislative Summary each week for a recap of the most recent action on the WHA's priority bills and other healthcare related items.

As these priority pieces of legislation move through the process, the WHA will also once again use our VoterVoice tool to broaden our grassroots lobbying efforts. WHA members' use of VoterVoice last year was critical in generating support for the Trauma Care Services bill that ultimately passed.

The web-based VoterVoice tool makes it easy for you to quickly contact elected officials, legislative committees, and local and regional media to voice your positions on issues. Please contact the WHA for instructions on accessing VoterVoice.

Beyond the WHA's briefings and online tools, the Legislative Service Office (LSO) also provides online access to the status of bills and other legislative information, including session schedules and calendars, legislator bios and email addresses.

Additionally, the LSO web site provides live broadcasts of the session from the House and the Senate that you can listen to on your computer. For all of this information, visit <http://legisweb.state.wy.us>.

To literally make your voice heard, you can recommend a vote for or against a bill by calling the Voter Hotline toll-free at (866) 996-8683. You can also leave messages for your Senators at (307) 777-7711, and for Representatives at (307) 777-7852.

For information on the WHA's legislative agenda, or with other session-related questions, call (307) 632-9344.

Legislative Service Office Resources

On the web: <http://legisweb.state.wy.us>

Voter Hotline: (866) 996-8683

Messages for Senators: (307) 777-7711

Messages for Representatives: (307) 777-7852



Don't forget to send us a story about your hospital so we can feature you in our Member Spotlight section!

SJMC Earns Double Recognition for Patient Satisfaction

St. John's Medical Center (SJMC) received a double dose of recognition at the end of last year for its success in delivering an excellent patient experience.

In December, Press Ganey Associates named SJMC as a 2008 Summit Award Winner based on patient satisfaction with Emergency Department care. The Summit Award recognizes top-performing facilities that sustain the highest level of patient satisfaction for three or more consecutive years.

The SJMC Emergency

Department also earned this award & considered by many to be the health care industry's most coveted symbol of achievement in patient satisfaction & in 2006 and 2007.



Press Ganey is a nationally recognized company that partners with healthcare facilities to measure customer satisfaction and improve the quality of healthcare delivery.

But the Summit Award

was not all that December brought at SJMC. On December 8, HealthGrades, the nation's leading independent healthcare ratings organization, announced that SJMC earned its Outstanding Patient Experience Award.

Hospitals that rank in the top 15 percent nationally in patient experience earn this designation. Ratings are based on survey results that hospital patients provide as part of a new federal initiative to increase public reporting of hospital performance.

Hot Springs County Memorial Names New CEO



Charles Myers, CEO of HSCMH

The Hot Springs County Memorial Hospital (HSCMH) Board of Directors named Charles Myers as the new CEO of the Thermopolis hospital. Myers officially began his duties on December 22.

Most recently the CEO of Churchill Community Hospital in Fallon, Nevada, from 2000 to 2008, Myers had previously served as the CEO of Community Hospi-

tal in Torrington, as well as Decatur County Hospital in Oberlin, Kansas.

As a regional planner for Lutheran Health Systems, Myers provided planning services to six rural hospitals in three states from 1983 to 1985.

Myers earned the Administrator Healthcare Hero of Northern Nevada award for his efforts in developing a registered nurse program affiliated with Western Ne-

vada College.

"Bricks and mortar, technology, and equipment are only a small part of the story," said Myers, a Fellow of the American College of Healthcare Executives. "It takes knowledgeable, caring, and empathetic employee to provide proper healthcare for our patients. That is why I will stress not only continuing education in one's field of expertise, but also in customer satisfaction."



Vickie Diamond, CEO of WMC

WMC CEO Joins Association Board of Directors

Vickie Diamond, President & CEO of Wyoming Medical Center (WMC) in Casper, joined the Wyoming Hospital Association Board of Directors as its newest director in January.

Diamond has been with WMC since 2004, first as Senior Vice President of

Patient Care Services, and later as Chief Operating Officer and Chief Nursing Officer. She took over as President & CEO in February 2008.

She has guided the application process in the hospital's quest for Magnet status, analyzed the needs of the

community to facilitate responsible expansion and renovation, and guided improvements in quality patient care.

The WHA Board of Directors provides vision, sets direction, and establishes policy for the association.