

Lower Keys Hospital District

Lower Keys Medical Center Report

July 31, 2017

- I. Quality
  - a. Community Health Systems conducted an unannounced Medicare Condition of Participation and Joint Commission regulatory review. There were no high level findings.
  - b. LKMC's Preliminary CMS Star Rating report was released in July. LKMC is now rated a 2 Star. We continue to make systematic changes to improve quality and service.
- II. Employee Engagement
  - a. In April, May and June the hospital recognized six employees of the month for excellence in service and care. Their names are Paula Turner, Angela Berube, Heather Bouchard, Alice Radics, Craig Fausett, Joanna Bierman, Nancy Ross and Margaret Kehoe.
  - b. The hospital held 9 employee forums in March.
- III. Patient Satisfaction
  - a. 1<sup>st</sup> quarter patient satisfaction results were down from prior 4th quarter, however, preliminary 2<sup>nd</sup> quarter results have significantly improved with 5 of the 9 indicators greater than the 50<sup>th</sup> percentile.
- IV. Physician Engagement
  - a. The Physician Leadership Group continues to meet with the hospital to improve collaboration and processes that impact patient care. The last meeting was held on May 18, 2017.
- V. Capital Improvements impacting patient care
  - a. Infrastructure improvements include upgrading elevators, renovations to the main lobby and emergency room, heating and air conditioning systems in each patient room and renovations to the care areas. The elevator upgrades were completed March 21, 2017. Interior renovations to the first floor are scheduled to begin in August.
  - b. Improvements are underway to the dePoo behavioral health unit to expand the bed capacity from 11 to 23 beds. Estimated completion date is September 2017.
- VI. Community Involvement
  - a. On April 11 sponsored Rotary's 11<sup>th</sup> Anniversary Awards Gala. On April 23 sponsored the Chamber Golf fundraising tournament. On April 26 Sponsored Relay for Life. The week of May 8 Recognized employees during national Hospital Week and Nurses week. On May 13 sponsored Key West Police Athletic League to prevent juvenile crime. On May 24 recognized EMS for their dedication to our community.
  - b. In June 2017 LKMC participated in the city wide Hurricane disaster drill. In September 2017, LKMC will participate in the Federal city wide emergency management disaster drill.
- VII. Key Indicators (see attachment)

**Lower Keys Medical Center**  
**Statistical and Financial Key Indicators**

For the Months Ended June 30, 2017 and June 30, 2016

Key Indicators - Statistical	YEAR TO DATE		
	June YTD 2017	June YTD 2016	Var
Total Admissions	1,739	2,145	(406) -18.9%
Surgeries	1,142	1,142	- 0.0%
Births	234	247	(13) -5.3%

  

<b>Key Indicators - Financial</b>			
Uncompensated Care			
Bad Debts	11,116,371	10,741,580	374,791 3.5%
Indigent	17,255,539	17,861,860	(606,321) -3.4%
Charity	2,001,066	1,251,430	749,636 59.9%
<b>Total Uncompensated Care</b>	<b>30,372,976</b>	<b>29,854,870</b>	<b>518,106 1.7%</b>