

# CARING FOR Our Community

## An Update from the Valley Medical Center Board of Trustees

Hello,

I hope this finds you enjoying your summer. As Chair of the Valley Board of Trustees, I enjoy representing the community that Valley serves and working with my fellow Board members and hospital leaders to advance our mission of improving the health of the public. I also enjoy communicating with you and keeping you up-to-date on what's happening at Valley.

First, I would like to recognize a departing member of our Board and welcome a new member, both residents of our community.



Lisa Jensen

Lisa Jensen has been a dedicated Trustee since the inception of the affiliation with UW Medicine. She served as Chair of the Valley Board for three years and Trustee for 6 years. Lisa now Chairs the Harborview Board of Trustees where her commitment and thoughtful leadership serves them well. I tremendously appreciate Lisa's contributions and wish her the very best.



Vicki Orrico

At the same time, I'd like to welcome Vicki Orrico to the Board. Community resident, Legal Counsel with Johns, Monroe, Mitsunaga and Kolouskova, PLLC, and Principal with Orrico Consulting, Vicki is adept in public policy, including education and healthcare, land use, government and community relations. Vicki's experience is extremely valuable and the Board looks forward to working with her.

### Recent News

You may have seen in the news recently that Valley has been experiencing some financial challenges, a *perfect storm* of sorts, with rapidly changing patient volumes causing significant turbulence for our budget. And just as patient volumes exploded this winter, Medicare became the most utilized insurer, which pays us just cents on the dollar, well below our costs. This issue is not isolated to Valley, it's affecting many other health systems both locally and across the country.

In addition, there is great uncertainty about health reform and its potential ongoing impact. From the reduction in Medicaid eligibility and continued negative impact of Medicare, we must focus our efforts on financial stability through:

- Streamlining and reorganizing management
- Strategic use of technology
- Supply and inventory management
- Appropriate staffing
- Process management & improvements
- New business development

The key to our future is to remain nimble, to monitor the impact of all the changes we've made and continue to make, and readjust as needed. We will smartly and strategically grow our services to provide the remarkable care our community expects from Valley. As the largest healthcare provider between Seattle and Tacoma, our community depends on us for access to excellent care. Despite a few tough months, our future is bright and our commitment to serving patients and their families is as strong as ever. After all, WE ARE VALLEY!

Even amidst the challenges, we know it's vitally important that we don't lose sight of the future, so we have identified opportunities for strategic growth and increased access to care that will serve us and our community well into the future. I am personally very proud of our plans for a new Cancer Center for South King County.

### New Cancer Center Coming to Renton



If you've been to Valley lately, you've noticed a lot of construction happening on the north end of campus. Work is underway to build a new 7-story parking structure to help relieve parking pressures and make way for a new Medical Office Building, specially designed to house a comprehensive Cancer Center to provide best-in-class care and treatment for patients battling cancer.

Here, patients and families will experience unparalleled, coordinated care. Multiple specialists review each patient's case as a team and develop a customized treatment plan, involving the patient and their family and encouraging them to make their own informed decisions.

Cancer is the #1 leading cause of death in our community. The primary goal in developing the new Cancer Center is to provide exceptional care for residents in South King County, further reducing the need to commute to Seattle.

### Insights from Valley's 2017 Community Health Needs Assessment

Data collection for Valley's Community Health Needs Assessment focused on the cities within Public Hospital District #1 in South King County. Significant health needs were identified and measured against county or state rates or the national Healthy People 2020 objectives. Our community identified the following priorities:

- Access to healthcare
- Preventive care & treatment/management of chronic conditions
- Mental & behavioral health
- Family & social support

### Noteworthy advances to care that help address community need:

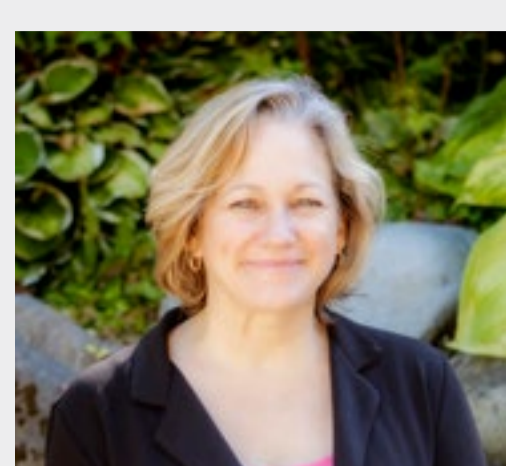
Upon review of the assessment results, implementation strategies were developed to help Valley address the identified needs over the next three years. [Click here for the detailed strategies the Board approved.](#)

- **Increasing access to treatment for the opioid addicted.** To help address South King County's need for additional access to medically-assisted opioid addiction therapy, Valley's Family Medicine Residency program began piloting a training program for residents and faculty physicians in early 2017. Once training is complete later this year, Valley Family Medicine Clinic will begin providing medication-assisted opioid addiction treatment for patients seeking it, in addition to continuing to provide family medicine services. This will provide an opportunity for patients with opiate addiction to receive both addiction medicine services and primary care services in the same clinical setting.
- **Participating in the life-saving regional cord blood donation program.** Valley's Birth Center is one of 17 hospitals in the Washington, Oregon and Hawaii region participating in [Bloodworks Northwest's Cord Blood Services donation program](#). Cord blood contains stem cells that can save the lives of people battling certain cancers and other diseases. New mothers have the option of donating their cord blood for life-saving transplantation or research supporting the treatment of anemias, bone marrow failure, blood cancers and immune deficiency disorders.
- **Seattle Children's neonatal providers partnering with Valley.** Coming to our Level III Neonatal Intensive Care Unit July 25, neonatologists from UW Medical Center and nurse practitioners from Seattle Children's will be partnering with Valley to provide 24/7 care for infants born prematurely or with other special needs. Their team will also coordinate care for babies needing to be seen by Seattle Children's specialists.
- **Significantly reduced wait times in the Emergency Department (ED).** With an ED that's one of the busiest on the West Coast, caring for 23% more patients per year than Harborview, Valley is committed to continually improving their care and access. The Accelerated ED program, launched in January 2017, helps all patients get the care they need more quickly. By identifying patients with less serious illnesses up front and caring for them in a designated ED zone, wait times were reduced by 53%.
- **Valley received high marks for surgery outcomes.** In a recent Mpirica survey of Puget Sound-area hospitals surgery outcomes based on Medicare data, Valley received high marks. Valley, along with UW Medical Center, perform the most surgeries receiving the "Excellent Outcomes" rating.

The Valley Board of Trustees and hospital leadership are very proud of the talented team of healthcare providers, staff and volunteers who together create an environment where remarkable care happens every day. Because of this team effort, we are positioned well for success and honored to serve you. Thank you for placing your trust in us and for partnering with us in your care. We hope you and your family have a wonderful summer!

Donna Russell, Chair  
Valley Medical Center Board of Trustees

### Summer 2017



Donna Russell, Board Chair  
Valley Medical Center  
Board of Trustees

### RESOURCES

#### Meet the Board

The role of the Valley Board of Trustees is to ensure the hospital is providing access to the highest quality care and services for our community in a fiscally responsible manner. I invite you to [visit us online](#) and meet your Board members.

#### Community Feedback

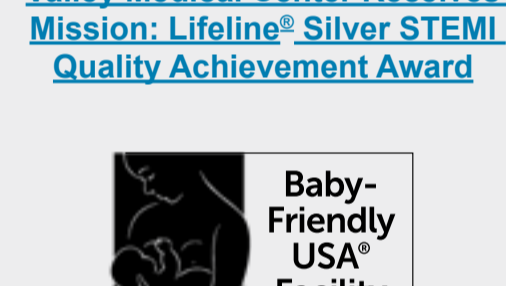
Tell us about your experience at Valley, make a suggestion or contact us for answers to your questions. There are several ways to provide feedback:

- **Patient Rounding:** Staff in the hospital and clinics often round on patients to check on how they're doing and see if there's anything needed to make their stay more comfortable
- **Post-visit Patient Surveys:** A random sampling of patients receive an anonymous survey requesting information about their experience, giving us valuable insight into where we can improve
- **Contact Us on valleymed.org** provides a convenient way to submit your feedback or questions
- **Social Media and Rating Sites:** We monitor online comments and provide follow-up when appropriate
- **Letters to the Board** can be sent to:  
Valley Medical Center  
Care of Kathryn Holland,  
Executive Assistant to the CEO  
Board of Trustees &  
Board of Commissioners  
PO Box 50010  
Renton, WA 98058

#### Awards & Recognitions



[Valley Medical Center Receives Mission: Lifeline® Silver STEMI Quality Achievement Award](#)



[Valley Receives Prestigious International Recognition as a Baby-Friendly Designated Birth Facility](#)



[VMC Earns Get with the Guidelines Stroke Gold Plus Quality Achievement Award with Target: Stroke Elite Plus Honor Roll recognition](#)



[UW Medicine Hospitals named 2017 Leaders in LGBTQ Healthcare Equality by Human Rights Campaign Foundation](#)



[U.S. News & World Report Ranks Valley Medical Center as High Performing in Three Areas](#)



[Keeping our Community Healthier. One Vaccine at a Time](#)

#### Classes & Upcoming Events

[VIEW CLASSES & EVENTS](#)

#### Find a Provider or Clinic

Find a Doctor or Clinic

Any Specialty

Any Clinic

Any City

#### Check Urgent Care Wait Times & Hop In Line From Your Phone!

Conveniently access the wait times in all of our Urgent Care clinics and check in at the clinic with the shortest wait. From your phone or computer, click on "WAIT TIMES" from the left of the top menu bar of the home page. You may also access the wait time for Valley's Emergency Room from this same link. Wonder whether to choose urgent or emergency care? [Here's a guide to help you decide.](#)