



## Haywood Regional Medical Center

### Haywood Regional Medical Center Talking Points Update 02-28-08 – 12:00 pm

*The Hospital Board and administration continue their aggressive strategies to restore certification for Medicare/Medicaid coverage. Following are today's updates:*

- Four public officials from WNC (**Senators Joe Sam Queen, John Snow, and Representatives Ray Rapp and Phil Haire**) met with NC Secretary of Health & Human Services and other top officials to discuss the importance of restoring our Medicare/Medicaid certification. **"We advocated strongly that we have a great community hospital. It's not a broken organization, but one with many great achievements by its great people and great medical staff. I encourage all staff to pull together, stay focused and keep working diligently,"** said Senator Queen.
- **HRMC fact sheets and packets** are being prepared for Senator Queen to present in Raleigh. Departments and physicians are being contacted to include facts, ratings, awards and achievements.
- **Shirley Harris** was unable to complete her final week of work due to family obligations. Mrs. Harris has our deepest sympathy for the recent loss of her brother. A memo to Department Directors yesterday noted Shirley's outstanding accomplishments during her year at HRMC.
- The Compass Group will be here Monday to begin HRMC's clinical assessment. They will announce their action plan on Monday at **2:00 p.m. at the HRMC Health & Fitness Center**. They will provide our **interim Chief Nursing Officer** and **interim E.D. Director as well as critical care expertise to assist HRMC**.
- Our **flexible staffing** policy is enacted to meet fluctuating patient needs. **Competent, skilled and dedicated staff is our greatest asset**. Everyone's full attention to the recertification process is essential for success. We are thankful for all staff who are committed to HRMC. Questions concerning staffing: 452-8290
- **Cost containment** measures such as hiring freeze, travel freeze, inventory supply, and volunteer time off are in place **and are also essential to our success. We are thankful for our employees' cooperative spirits!**
- **Following is a re-cap concerning Medicare and Medicaid patients:**
  - **All obstetrical, including labor & delivery care is provided**
  - **Urgent Care & Emergency Care is provided**
  - **Imaging services are provided at this time**
  - **Information on lab services is pending. Notification expected asap.**
  - **Inpatients admitted by Feb. 24 have coverage to March 25**
- **Our Home Care and Hospice Services are in full service, providing care to all patients and are not affected by the CMS ruling.**

(continued)

- Join the **Purple Ribbon Initiative** in support of HRMC `s nurses: call 452-8080
- Our community can be assured that **HRMC Physicians are receiving patients as usual** in their practices. Neighboring hospitals (Mission, Harris, and Angel) are cooperating with referrals when needed for Medicare and Medicaid patients.
- **Hotlines and Website information are** being established for employee, patient and public inquiries. Please call 454-9339, 454-9340, 452-9558, 456-8984, 452-5493
- **HRMC is JCAHO accredited.**
- **HRMC is extremely thankful for the positive community support. Your patience is greatly appreciated.**
- **Today's information is fluid and is subject to change. Continued updates will be provided.**