

AMG - Integrated Healthcare Management

Committed to Excellence



Our Mission is to Heal
We put patient care first at all times.

Our Purpose
To operate cost effective post-acute facilities with excellent patient care.

Ever Expanding
Over 1500 employees and 15 facilities, but it's only a start.

Our People Are Special
We invest in and reward loyalty, knowledge, performance and a desire for growth.



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Corporate Newsletter-Summer Edition 2014

Message From The COO

AMG

Integrated Healthcare Management

Gene Smith

Just when you think you've got it figured out, it changes. At the beginning of the year we received guidance from CMS that there would be a strict moratorium on LTACH beds beginning Jan. 1, 2015. Well, that all changed at the end of March with legislation that contained provisions to move the effective date of the moratorium to April 1, 2014. It was no April Fool's joke.

Fortunately, we were able to add three new sites before the moratorium took effect. One is a 23 bed satellite to our hospital in Muncie, IN located inside Hancock Regional Hospital in Greenfield, IN. Another is an 18 bed addition to our Lafayette hospital on the campus of Our Lady of Lourdes Hospital. The third is a 19 bed addition to our Edmond hospital located inside Mercy Hospital in Oklahoma City. All three of these campuses should open this summer, so it will be a very busy summer for all involved in these expansions.

Another surprise in this legislation was the postponement of the ICD-10 conversion. This process was supposed to be completed by October 1st of this year, but has now been delayed until 2015. Susan Wallis and her team will continue to move the conversion process forward this year, but we won't have full implementation until next year.

During the second quarter we will have added two electronic processes that I'm really excited about. One is Wound Rounds, an automated wound care documentation system designed to greatly assist our Wound Care nurses with all their documentation, progress reporting and accompanying photo measurements. This product should help reduce the number of hours our nurses spend on documentation requirements and allow for more time spent with patients. It should also help improve the documentation that will support and strengthen our ongoing coding efforts.

The other process we are changing is our Patient Satisfaction Program. We are now rolling out the HCXperience product that will allow us to have real-time patient satisfaction input. Based on an iPad platform, each patient will have the opportunity to answer our patient satisfaction questionnaire electronically prior to discharge and will provide instant comparisons of our results system wide. It will also have the ability to tie into our QA/PI data collection system, Action Que. I'm really looking forward to seeing the results.

We have a lot more to accomplish this summer and I'll report more of our progress in the next newsletter. Please be careful while enjoying the outdoors with friends and family this summer and, again, thank you for all you do to serve our doctors, our patients and their families.

Gene Smith
Chief Operating Officer
AMG



FROM THE NEWSROOM OF QUALITY CONTROL

The level of satisfaction expressed by patients following a hospital stay is one of the most useful measures of healthcare quality. Healthcare facilities routinely conduct patient satisfaction surveys in order to capture the voice of patients so they can better assess the facilities strengths and target opportunities for improvement. Interestingly, a recent study showed that a patient less satisfied by the provided healthcare is likely not only to bring himself and his family to a competitor, but also to spread negative remarks regarding the services of the organization, talking about the experience with nine to ten others who are relatives or friends. This study also showed that one out of eight dissatisfied patients will share his experience with more than twenty people, while a satisfied patient will share his experience with, at most, three to four people!

Because patient satisfaction is important to us, AMG has recently completed the roll-out of a new patient satisfaction survey application, HCXperience. As of June 2nd, all LTACs will be completing the patient satisfaction surveys on iPads that are able to access the HCXperience app. HCXperience is a completely customizable, real-time web based solution that offers confidential on-site survey completion utilizing iPads as well as instant feedback/comparison reports. Real-time reporting consists of percentile ranking, return rates, Top-Box responses, positive and negative trending, patient demographics and corporate and facility level comparisons. Using this “cloud-based” application allows us to make adjustments in the care of our patients immediately. “HCXP” also offers a “Live View Dashboard” with up to the minute comparison data that is available 24/7.

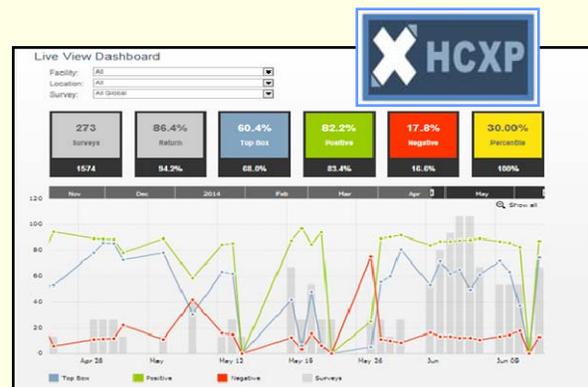
An LTAC specific survey was developed last fall by a group of experienced LTAC managers from a variety of companies. This survey that was developed is comprised of 21 questions in length—15 substantive items that encompass critical aspects of the hospital experience and 3 screening questions to skip patients to the appropriate questions. There are 4 demographic items that are used for adjusting the mix of patients across the hospital(s) for analytical purposes. The survey is based on a ten-point scale.

HCXP also offers us the ability to compare against all other LTACs administering this particular survey. This gives us the opportunity to benchmark ourselves against our competitors. Another benefit of this application is the interface that has been built between HCXperience and ActionCue (our QA/PI application). Facilities will no longer be manually calculating results from the surveys and keying them into ActionCue. Results will automatically populate into our Quality Dashboards on ACL.

A rehab-specific survey has also been developed, and the AMG rehab facilities will be moving forward with a trial of this product in July 2014.

We should remember that, when measuring patient satisfaction, the collection of information is very important, but even more important is the evaluation of the information and the corrective measures that are put in place which can increase the level of patient satisfaction and may even have a positive effect on a patient’s health.

Jennifer Wallace
CEO
AMG Specialty Hospital-Greenwood



AMG Specialty Hospital-Tulsa's New Location

AMG Specialty Hospital –Tulsa opened its doors to its new location on April 19th, 2014. The newly renovated hospital is located on the 28th and 29th floor of CityPlex Tower's 30 Story Medical Tower near Oral Roberts University. The hospital offers 40 private rooms and four bariatric suites.

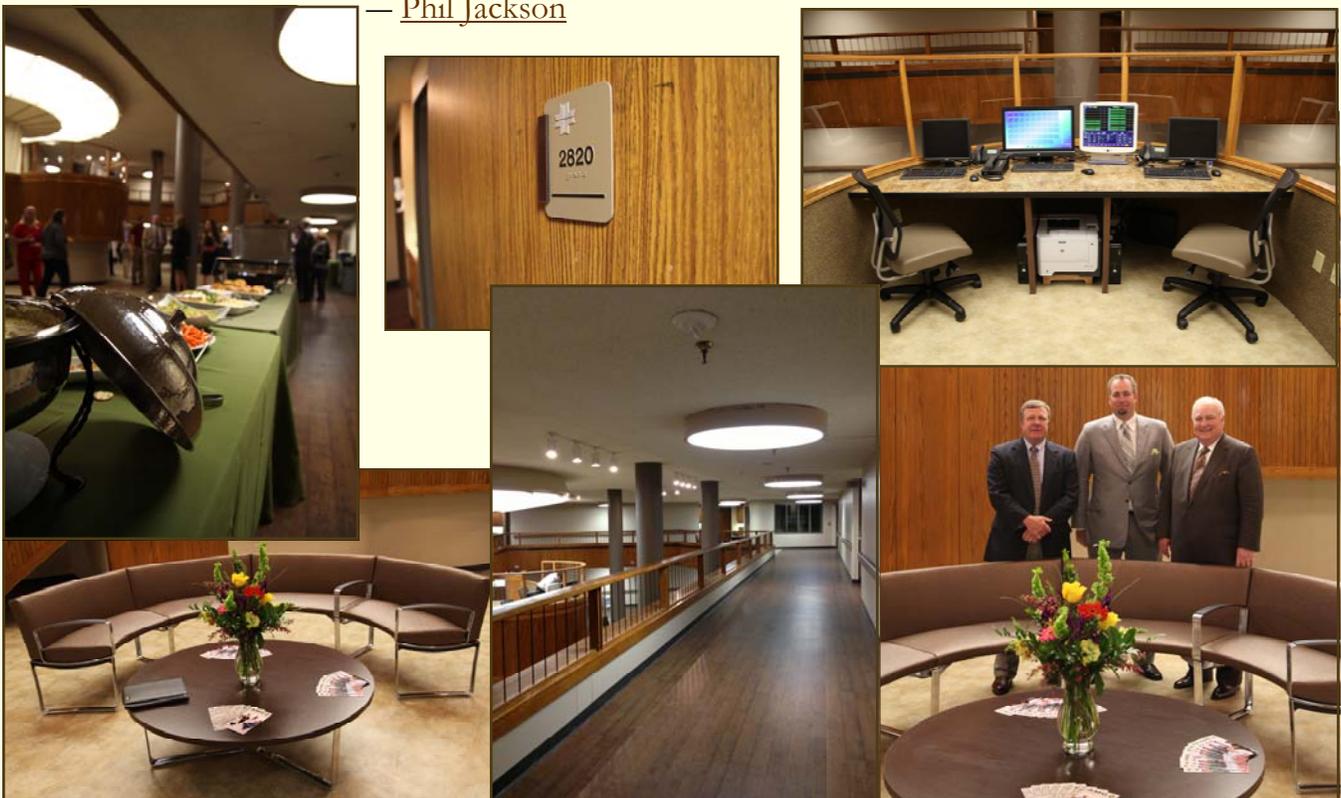
The hospital's new location went through a major renovation in only a few short months. To accomplish this great task with such a tight deadline, a team of employees from various locations and departments was formed to get the job done.

On April 9th the hospital hosted an Open House for the medical community of Tulsa, AMG Specialty Hospital Tulsa's staff and AMG Corporate management. The Open House was a huge success with about 150 people in attendance. There was positive feedback from all who came and toured the hospital.

A tremendous "Thank You" goes out to the employees from AMG Corporate, AMG Pristine Team and AMG Specialty Hospital -Tulsa who worked on making the renovation, the move, and the Open House not only a success but an inspiring example of what can be accomplished if you have dedication, commitment and teamwork.

"The strength of the team is each individual member. The strength of each member is the team."

— [Phil Jackson](#)



FROM THE NEWSROOM OF CLINICAL SERVICES

Wound prevention and management are among the most direct and cost-effective measures a healthcare organization can take to improve patient safety and quality of life. AMG recognized the importance of providing best-practice wound care management to their patients, and has recently selected WoundRounds to automate facilities' wound management systems.

WoundRounds helps to automate the wound assessment by offering clinicians the ability to enter clinical data and images via a handheld device at the bedside... Data entry is "one-and-done." It also accurately tracks wound progress over time and provides both clinicians and managers with automatic reports that are instantly accessible for review or sharing with the care team. Reports are available from a facility perspective as well as a corporate perspective. Another feature of the system is the automation of the Braden Scale, which is a scale used for predicting pressure ulcer risk, and the PUSH Tool which is used for monitoring wound healing. The automation of both the Braden Scale and the PUSH Tool prompts nurses to deliver patient interventions by sorting patients by overall risk and highlights specific jeopardizing conditions.



As of June 4th, all AMG facilities were "live" with WoundRounds. Going forward, each facility will have a 30, 60 and 90 day review with the WoundRounds trainer in order to give feedback on appropriate usage of the system and to answer any questions the clinicians may have. In order to help facilitate proper usage, WoundRounds also offers a Train and Refresh Webinar Series every Thursday of the month from 1-2PM Central Time. This series may be broken down into two 30-minute parts. A "Best Practice for Optimal Clinical Outcomes" webinar series is offered every 4th Friday of the month at 1PM CT. This series discusses the essential elements of WoundRounds and how to use them to manage wound and risk care effectively. To register for any of these free webinars, log on to WoundRounds and click on "WoundRounds University." The links for the webinars are in blue at the top of the page.

According to WoundRounds data, AMG LTACs have treated 218 wound care patients with 541 total wounds in the last 30 days!

In addition to the webinars, WoundRounds University also offers a plethora of training videos, documents, hand-outs and newsletters in order to enhance knowledge of the prevention and management of wounds. Facilities are encouraged to utilize WoundRounds University as a resource when educating clinicians on best-practice wound management. For any further questions, contact myself or Karen Roth.

Jennifer Wallace
CEO
AMG Specialty Hospital-Greenwood



AMG Specialty Hospital-Albuquerque Employee's Recipe Featured in Taste of Home Magazine and Prepared on Hallmark Channel's Home and Family Show

AMG Specialty Hospital-Albuquerque's own RD (Robin) Stendel-Freels' "Rhubarbecue Ribs" recipe was featured in Taste of Home Magazine. Taste of Home Magazine was searching for Rhubarb recipes to include in an upcoming issue. RD decided to submit his Rhubarbecue Ribs recipe and two weeks before the magazine came out, Taste of Home called and told RD his recipe had been chosen and was being featured in the upcoming issue.

Besides his recipe being featured in Taste of Home Magazine, RD made a guest appearance on Hallmark Channel's Home and Family show in the "Christina Cooks" segment. During the program he spoke about his experience with Taste of Home Magazine while Christina prepared his Rhubarbecue Ribs. A panel of folks sampled his recipe and raved about how delicious it tasted.

RD describes his Rhubarbecue Ribs recipe as *"the simmered sauce is a roller-coaster ride for your tongue. It's a wonderful blend of complex flavors that goes with any meat."*

We here at AMG are very proud of RD and look forward to trying his recipe.

Ingredients

- 1-1/2 teaspoons salt
- 1-1/2 teaspoons paprika
- 1 teaspoon coarsely ground pepper
- 3 to 4 pounds boneless country-style pork ribs

Sauce:

- 3 cups sliced fresh or frozen rhubarb (about 7 stalks)
- 2 cups fresh strawberries, halved
- 2 to 3 tablespoons olive oil
- 1 medium onion, chopped
- 1 cup packed brown sugar
- 3/4 cup ketchup
- 1/2 cup red wine vinegar
- 1/2 cup bourbon
- 1/4 cup reduced-sodium soy sauce
- 1/4 cup honey
- 2 tablespoons Worcestershire sauce
- 2 teaspoons garlic powder
- 1 teaspoon crushed red pepper flakes
- 1 teaspoon coarsely ground pepper



Directions:

1. Preheat oven to 325°. Mix salt, paprika and pepper; sprinkle over ribs. Refrigerate, covered, while preparing sauce.
2. In a large saucepan, combine rhubarb and strawberries; add water to cover. Bring to a boil. Cook, uncovered, 8-10 minutes or until rhubarb is tender. Drain; return to pan. Mash until blended.
3. In an ovenproof Dutch oven, heat 1 tablespoon oil over medium heat. Brown ribs in batches, adding additional oil as needed. Remove from pan.
4. Add onion to same pan; cook and stir 4-6 minutes or until tender. Add remaining ingredients; stir in rhubarb mixture. Return ribs to pan, turning to coat. Bring to a boil. Cover and bake 2 hours or until ribs are tender. Bake, uncovered, 30-35 minutes or until sauce is slightly thickened.

To view RD's guest appearance on Hallmark Channel's Home and Family Show please see the link below.

<http://www.hallmarkchannel.com/homeandfamily/recipe/rhubarbecue ribs>

AMG IS FAMILY

Olen and I grew up in the small town of Grenada, Mississippi. Growing up in a small town has its advantages but does not leave much room for growth and opportunity. When we started our family we promised one another that we would do our best to give our son the opportunities we never had. Last year we were faced with the tough decision of leaving our AMG Greenwood family to keep that promise to ourselves and our son. In September 2013, after months of research, we decided that Wichita, KS was where we wanted to start our new life. We immediately contacted our CEO Jennifer Wallace and within a matter of days she had us in contact with Wichita CEO Jerry Deller. After a few conversations with Jerry, without hesitation, he offered both of us jobs in his facility. We were so excited, but also very nervous.

Just a few short weeks later we put our house on the market. Melissa Acy and Adrienne Burkholder went right to work coordinating our transfer so we could make the transition as smoothly as possible. In no time we had a start date set for January 2014.

Well, January rolled around and our house in Mississippi had not sold so we were faced with more tough decisions. Olen went ahead to Wichita while my son and I stayed behind to sell our home. Brenda Small, CCO of Greenwood, went above and beyond to help accommodate my schedule so that I could work full time, care for our 8 year old son, and make several trips to Wichita to prepare for our big move. Finally, in February our house sold and two weeks later we moved to Wichita to start our new life.

Moving across the country was scary, but our AMG Wichita family helped make the transition easy by opening their hearts to us immediately. We will always miss our Greenwood AMG family but we know we made the right choice. Our son has limitless opportunities for his future and our family has never been stronger. We will forever be grateful to AMG for all the love and support both Wichita and Greenwood have shown us. We feel right at home here in Wichita and couldn't be happier.

Tiffany Lehman, RN- Clinical Liaison
AMG Wichita
Olen Lehman, RN- Charge Nurse
AMG Wichita

