



**CASCADE MEDICAL**  
PARTNERS IN YOUR HEALTH

## **Cascade Medical Board Meeting Recap – 12/15/20**

The final Cascade Medical Board Commissioners meeting of the year usually finds a full agenda, and this meeting was no exception. Commissioners and Executives took time to look back at an uncommon 2020, and look forward at what challenges and opportunities await in 2021. Primary discussion items included upcoming organizational objectives, continued response to the COVID epidemic, an exciting update to our electronic medical record capabilities, and what we are doing to best support our Cascade Medical staff members so they can take care of our community.

The meeting kicked off, as it usually does, with a conversation about one of our Shared Values ([find them here](#)). This morning, CEO Diane Blake talked about Integrity...and that whenever we compromise what we know is the right thing to do for the sake of what is expedient in the moment, it always exacts a toll on an invisible ledger that often far outweighs the benefit derived from the transgression. It's one of the reasons it is absolutely essential that leaders put principle ahead of power, pride and profit. In this way, we cannot always choose the situation we find ourselves in, but we can always choose our response to it. This is the ultimate form of responsibility, and what all of us at Cascade Medical strive for.

The Board also approved the purchase of a number of items: a needed new replacement ambulance, as well as a new nurse call system that will ensure nurses get the direction they need in an emergent situation. The largest of those authorizations, though, was the approval for CEO Diane Blake to enter into a contract with MediTech to provide an overhaul to our Electronic Medical Record (EMR) system. It's a herculean project, allowing Cascade Medical to move all patient medical records to a single electronic platform, giving our patients greater portability of their records and allowing for greater collaboration and cooperation with our medical partners throughout the region and world. You'll be hearing a lot more about these efforts as we move through 2021.

Needless to say, the effort to get our new EMR off the ground in 2021 is going to take a huge amount of energy and ingenuity, which means Cascade Medical needed to adjust our goals for the upcoming year to make them more manageable. To that end, Director of Process Improvement Ethan Maffey led Commissioners through our updated goals for 2021. Our goal is Continuous Process Improvement (CPI). What is that? Simply put, CPI is ensuring we have workflows and processes in place that set every person who works at CM up for success, and gives them the tools to do their jobs to the best of their abilities. Our focus to achieve these Goals via Continuous Process Improvement rest on four main pillars: Our People, Patient and Family Centered Care, Community Connections, and Financial Stewardship. Director of Process Improvement Ethan Maffey said, “if you’re invested in our people, our patients, and our community, the financial component takes care of itself.”

The plan focuses on 3-year and upcoming-year objectives. There are a multitude of goals for the upcoming year, but all of our goals, in some way, honor our four pillars. Some of these include improving efficiencies in our clinic and rehab departments, as well as standardizing and organizing provider/clinic hours and coverage so we are using our staff to the best of their abilities and talents. Also, we will actively address barriers to care with an emphasis on our Spanish speaking patients, the underserved, and those at risk. In addition, Cascade commits to improving the referral process so patients’ experience of care is as seamless as possible, as well as ensuring leadership will effectively respond to staff satisfaction and morale data.

Speaking of our staff, Cascade Medical is working on internal messaging regarding threading the needle between supporting and caring for our staff, and at the same time balancing the fact we have a community to care for, and striking that balance with integrity. This is a challenging ask, but our staff and leadership are committed to keeping each other healthy so we can keep the communities we care for healthy.

The Board’s next meeting is slated for Tuesday, January 26.