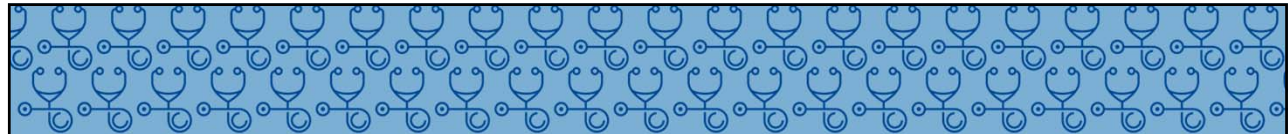




Best Practices in Kansas Critical Access Hospitals

Quality Corner Call
November 1, 2022

HEALTHWORKS
KANSAS HOSPITAL ASSOCIATION



National Rural Health Association

2022 Top Critical Access Hospitals

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2022 Top Critical Access Hospitals

- Top 20 Critical Access Hospitals
 - Community Memorial Healthcare, Inc.
- Best Practice Recipients - Patient Satisfaction
 - Holton Community Hospital
 - Sabetha Community Hospital
- Best Practice Recipients - Quality
 - Coffey County Hospital
 - Medicine Lodge Memorial Hospital



Top 20 Critical Access Hospitals

Community Memorial Healthcare, Inc - Marysville



Community Memorial Healthcare, Inc

Marysville

Sherrie Harrison, RN

Director of Risk/Quality/UR

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Community Memorial Healthcare

- ▶ 25-bed Critical Access Hospital + emergency room
- ▶ Level IV Trauma Center
- ▶ 3 rural health clinics, home health, durable medical equipment store
- ▶ 6 family practitioners, general surgeon, 6 APRNs
- ▶ Outpatient referral clinic featuring 16 specialties
- ▶ Located between Manhattan, KS, and Lincoln, NE
- ▶ Delivering about 60 babies each year on average
- ▶ Roughly 200 staff members between all facilities



CMH Locations

- ▶ Community Physicians Clinic, Marysville
- ▶ Surgeon's Clinic, Marysville
- ▶ Community Physicians Clinic, Wymore, Neb.
- ▶ Blue Rapids Medical Clinic, Blue Rapids
- ▶ Community Medical Equipment, Marysville
- ▶ CMH Home Health, Marysville
- ▶ Community Memorial Healthcare Hospital, Marysville
- ▶ CMH South Plaza, Marysville
 - ▶ Crist & Pieschl Rehabilitation - Physical, Occupational, Speech therapies
 - ▶ Community conference room
 - ▶ Medical staff short-term apartments
 - ▶ Dialysis Clinic



Specialty Outpatient Clinics

- ▶ CMH offers 16 specialty clinics + general surgery
 - ▶ Cardiology
 - ▶ Ear, Nose & Throat
 - ▶ Electrophysiology
 - ▶ Endocrinology
 - ▶ Nephrology
 - ▶ Neurology
 - ▶ Neurosurgery
 - ▶ Oncology
 - ▶ Ophthalmology
 - ▶ Orthopedics
 - ▶ Pathology
 - ▶ Podiatry
 - ▶ Pulmonology
 - ▶ Radiology
 - ▶ Surgery - General
 - ▶ Vascular surgery
 - ▶ Urology




TOP 20 CRITICAL ACCESS HOSPITAL *in the Nation!*

COMMUNITY MEMORIAL HEALTHCARE

TRUST. LOCAL.



*“Top 20 Critical Access Hospital”
by National Rural Health Association*



FACILITY WIDE QAPI

- ▶ New Hire Orientation
- ▶ CMH Departments
 - ▶ 1% Wins - DO ITS - PDSA
 - ▶ Monthly updates; report quarterly at department managers meeting
- ▶ Board Quality Committee
 - ▶ 3 Board Members on Committee
- ▶ Daily inpatient audits/reviews by pharmacy, UR/Risk, Infection Prevention

- ▶ **CURRENT FACILITY FOCUS**
 - ▶ **OBSTETRICS**
 - ▶ Quality Metrics
 - ▶ Challenges in rural/CAH OB services
 - ▶ **MEDICATION SAFETY**
 - ▶ Controlled Substance P&P
 - ▶ Diversion
 - ▶ **ANTIBIOTIC STEWARDSHIP**
 - ▶ **SWING BED**
 - ▶ Quality Metrics

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Best Practice Recipients – Patient Experience

Holton Community Hospital – Holton

Sabetha Community Hospital – Sabetha

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Holton Community Hospital

Holton
Cody Utz
Director of Patient Care Services and Quality

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**HOLTON
COMMUNITY
HOSPITAL**

Patient Satisfaction Best Practices

November 1, 2022
Quality Corner
Prepared by: Cody Utz

- 14-Bed CAH
- 30 Minutes North of Topeka
- 150 employees
- 3 Rural Health Clinics



- National Rural Health Association (NRHA) - national nonprofit membership organization with more than 20,000 members. The association's mission is to provide leadership on rural health issues.
- Top performing Critical Access Hospitals are identified through The Chartis Rural Hospital Performance INDEX which utilizes publicly available data sets to quantify overall hospital performance based on market share, quality, outcomes, patient perspective, cost, charges and finance.



Journey to Improvement 2013 ~ Present

Vision – to Reach Reputation as Employer and Provider of Choice



Journey to Improvement 2013 ~ Present

- Partnership with Custom Learning Systems
 - Focus on Culture Changes
 - Develop a Service Excellence Program
 - Implement Best Practice Tools
 - Intentional Employee Trainings
 - Ongoing Employee Surveys



**Our pledge to our patients, our community
and to each other is HEART:**

H - Hospitality:
To promote a welcoming atmosphere through a generous and friendly spirit.

E - Empathy:
To identify with and understand the feelings and perspective of another.

A - Accountability:
To take ownership for one's actions and decisions.

R - Respectfulness:
To treat others as you want to be treated.

T - Teamwork:
To work together toward a common vision and/or goal.






**HOLTON
COMMUNITY
HOSPITAL**

Patient Satisfaction Best Practices

Questions??

Presented by: Cody Utz, Quality
cody.utz@rhrjc.org
785.364.9638



Sabetha Community Hospital

Sabetha

Linnae Coker, RN

Infection Prevention, Risk Manager, and Quality Coordinator

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SABETHA

COMMUNITY HOSPITAL

SABETHA, KANSAS

HISTORY

Healthcare began in Sabetha in 1904

White building on the right was the first hospital

Brick building was built in 1911



1911 building with
1922 addition





2003 Addition

All patient care
ER, Surgery, Laboratory, radiology, and admissions
Administration, PT, Dietary, HIM, and Home Health and Hospice remained in the old building



Level IV Trauma Designation in 2012



Best Practice in Patient Satisfaction



Rehab Services



Radiology



Surgery



- Held weekly
- Center of Excellence in Patient Satisfaction Award in 2021 and 2022

Wound Clinic



Home Health and Hospice participating in Hospital Week Fun

2022 Hospice Honors for Highest Level of Quality & HHCAHPS Honors for Home Health



Happy Satisfied,
Welcoming Workers,
Providing Good Customer
Service


Means Happy Satisfied
Patients and Visitors



Best Practice Recipients – Quality

Coffey County Hospital – Burlington

Medicine Lodge Memorial Hospital – Medicine Lodge



Coffey County Hospital

Burlington
Stacy Augustyn, MSN-NA RN
Chief Operating Officer

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Quality Corner Call: Best Practices

Presented By:
Stacy Augustyn MSN-NA RN
Chief Operating Officer

CHS
Coffey County
Hospital
Burlington, Kansas

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CHS
Coffey County
Hospital
Burlington, Kansas

Your Health. Our Mission.

TOP CRITICAL ACCESS HOSPITAL 2022
Best Practice in Quality

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Organizational Integration of Quality

Quality

- Board of Trustees
- Medical Staff
- Leadership
- Patients & Family
- Frontline
- Executive Team

3



A minor setback is simply the setup for a major comeback.

4



Challenging and Changing What "Quality" Means to Coffey Health System...

RISK MANAGEMENT



5

Bring the **JOY** back in to the journey...

6

Medicine Lodge Memorial Hospital

Medicine Lodge
 Kay Bums, RN
 Director of Quality/Risk Management

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Medicine Lodge Memorial Hospital

Hospital Services

- Acute, Skilled & Intermediate Care
- Dietary Services
- General Surgery
- Lab & Diagnostics
- Lifeline
- Hospital Outpatient Services
- 24-Hour Emergency Room
- Pain Management
- Physical & Occupational Therapy
- Pulmonary Function Test
- Radiology, MRI, CT, Echo, EKG

Exceptional Skill,
Extraordinary Care



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Medicine Lodge Memorial Hospital – Nursing Staff



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Medicine Lodge Memorial Hospital

- Participates with Compass HQIC program and due to the assistance of those people and the education provided I feel we are steady progressing forward.
- We have taken a closer look at:
 - Falls
 - Sepsis
 - Antibiotic stewardship
 - All while still working on all the other measure to continue improvement

Medicine Lodge Memorial Hospital – Falls

- Staff members meet regularly to have discussion with DON/ADON to drill down “why are patient falling.” What are we seeing and what are we doing about it?
- We have had some issue with flooring in patient rooms we are addressing, installing additional hand rails where needed.
- Encouraging staff to be more detailed with documentation, proper use of equipment to include beds, alarms, lifts, call lights, and what level of risk for fall is the patient. Also, everyone responds to falls. Of course the use of white boards that indicate such information.
- Use of Cerner “Fall documentation” order set includes:
 - Post Fall order set that alerts staff to 72 hours of Post Fall Assessment done initially
 - Environmental rounding every two hours x 3 days
 - Vital Sign Assessment every 8 hours x 24 hours
- Working to better educate staff, primarily new staff
- Report findings!

Medicine Lodge Memorial Hospital - Sepsis

- Improving early recognition and treatment of Sepsis
- Ever-changing with identifying gaps and implement appropriate CMS Sepsis core measure interventions, specifically nurse driven interventions.
- Sepsis communication tool is posted in each bay in the ED and Triage Room, and each desk at the Nursing station for quick reference.
- Making sure all staff know what is expected within the 3 hour treatment bundle.
- We have worked with the Medical Staff, and Infection Control/Prevention on our Sepsis Tracking Tool. Information included: Time Zero, SIRS Criteria, Signs of Organ Dysfunction that include indicators of Severe Sepsis, Septic Shock Definition, and calculation of Ideal Body Weight for BMI, and fluid resuscitation.
- We have a Cerner “ED Sepsis order Set” and “Med Adult IV Set”
- It’s a work in process, if a portion of the bundle is not met we are trying to get clear definition as to why and documentation to include the reasoning.
- We continue to review data, educate staff, and positively reinforce adherence to the guidelines.
- Share success stories, makes everyone proud.

Medicine Lodge Memorial Hospital – Antibiotic Stewardship

- It is a continual work in progress. We are striving to update our antibiotics that are set up in Cerner. Those antibiotics are approved through Medical Staff. We have recently changed the Sepsis set up in Cerner to reflect Via Christi’s protocol as we collaborate with them and the majority of our transfers go to this facility.
- We occasionally use Doc’s Who Care and working with those providers to use the specified order sets and we are monitoring this.
- We routinely monitor antibiotic usage and complete a monthly report to share with providers.
- Compile various reports to include:
 - Inpatient antibiotic monitoring reports which tracks susceptibility versus resistance to treatment.
 - Cumulative Antibiotic Susceptibility report for cultures
 - Antibiotic surveillance report for hospital and clinic



Facilities Receiving 100% of their SHIP Grant Funds (2021-22)

Community HealthCare Systems Inc	Onaga
Fredonia Regional Hospital	Fredonia
Girard Medical Center (Hosp. Dist. #1 Crawford Co.)	Girard
Hillsboro Community Hospital - CAH	Hillsboro
Holton Community Hospital	Holton
Kearny County Hospital	Lakin
Kingman Community Hospital	Kingman
Kiowa County Memorial Hospital	Greensburg
Meade District Hospital	Meade
Memorial Hospital	Abilene
Minneola Healthcare	Minneola
Mitchell County Hospital Health Systems	Beloit
Neosho Memorial Regional Medical Center	Chanute
Newman Regional Health	Emporia
Ottawa County Health Center	Minneapolis

Patterson Health Center	Anthony
Rawlins County Health Center	Atwood
Sheridan County Hospital	Hoxie
Stafford County Hospital	Stafford
Sumner County Hospital, District #1	Caldwell
Wamego City Hospital	Wamego
Wilson Medical Center (Wilson County)	Neodesha
SCK Health	Arkansas City
Morton County Hospital	Elkhart
Geary Community Hospital	Junction City
McPherson Hospital Inc	McPherson
Mercy Hospital, Inc	Moundridge
Pratt Regional Medical Center	Pratt
Centura St. Catherine Hospital Ulysses	Ulysses

**Most Improved
Facility that Increased their Reporting**

M inneo la H ealthcare

M inneo la

Linda Jensen, RN, BSN

Q uality A ssurance Perform ance

I mprovem ent

R isk M anager/W ork Com p/H IPA A P rivacy
O ff



Quality 101 Alumni



2016 Quality 101 Participants

- Kelly Bent - Washington
- Jessica Buchholz - Wakeeney
- Cari Buresh - Wellington
- Tina Capeder - Gamett
- Mika Cary - Phillipsburg
- Linnae Coker - Sabetha
- Kristen Hadley - Osborne
- Kirstin Higbee - Belleville
- Jenice Howard - Wamego
- Melissa Jones - Eureka
- Jamey Keen - Norton
- Diane Kilian - Russell
- Niki Lamb - Caldwell
- Carolyn Mikesell - Abilene
- Tanda Nash - Jetmore
- Teresa Poage - Hoxie
- Tonia Samans - Goodland
- Jennifer Sorell - Clay Center
- Cody Utz - Holton
- Robyn Whitaker - Kiowa
- Rebecca Williams - Harper

2017 Quality 101 Participants

- Terryanna Albright - Council Grove
- Stacy Augustyn - Burlington
- Amber Baxter - Goodland
- Lindsey Hooper - Hiawatha
- Brooke Romans - Fredonia
- Philip Sampson - Marion
- Tammy Schmitz - Seneca
- Victoria Swanson - Oakley
- Kathy Tankersley - Lamed
- Jamie Waggoner
- Jenna Williams - Herington

2018 Quality 101 Participants

- Jessica Anderson - Winchester
- Polly Barker - Topeka
- Janet Bruce - Lyons
- Sonya Cap - Norton
- Michele Dewell - Meade
- Marvel Green - Winchester
- David Hofmeister - Lakin
- Kris Kindler - Mankato
- Grace Kuhns - Meade
- Lisa Larkin - Tribune
- Shayla McDonald - Arkansas City
- Kari Smith - Clay Center
- Kim Smith - Fredonia
- Lisa Stoll - Colby

2019 Quality 101 Participants

- Kady Krier - Ashland
- Ashton Kobbe - Clay Center
- Brenda Musgrove - Ellinwood
- Christy Pemberton - Goodland
- Debra Casey - Herington
- Yvette Bell - Jetmore
- Carla Ost - Mankato
- Nancy Karst - Lincoln
- Breanna Broeckelman - Oakley
- Ashley Lamb - Ness City
- Aubrey Arnold - Emporia
- Mebby Dewitt - Norton
- Faye Jones - Belleville
- Kasica Blich - Derby
- Brenda Legleiter - LaCrosse
- Stacy Comstubble - Sedan
- Kathleen Remy - Lamed
- Lisa Harper - Leoti

2020 Quality 101 Participants - (Virtual)

- Kirstie Cates - Winfield
- Jessica Younkman - Abilene
- Angela Copeland - Ness City
- Tina Pendergraft - Satanta
- Stephanie Frazier - Council Grove
- Alisha Hinz - Hugoton
- Kristine Fowler - Smith Center
- Monique Cheatum - Colby
- Neelam Rana - Atchison
- Samantha McMillan - Mankato
- Amy Ettleman - Lamed
- Morgan Allison - Greensburg

2021 Quality 101 Participants

- Nancy Lucas - Junction City
- Keli Holt - Girard
- Dooli Rugg - Greensburg
- Linda Jensen - Minneola
- Sidnee Brown - Phillipsburg
- Kelli Devine - Belleville
- Chelsea Hoffman - Russell
- Misha Gaeddert - Stafford

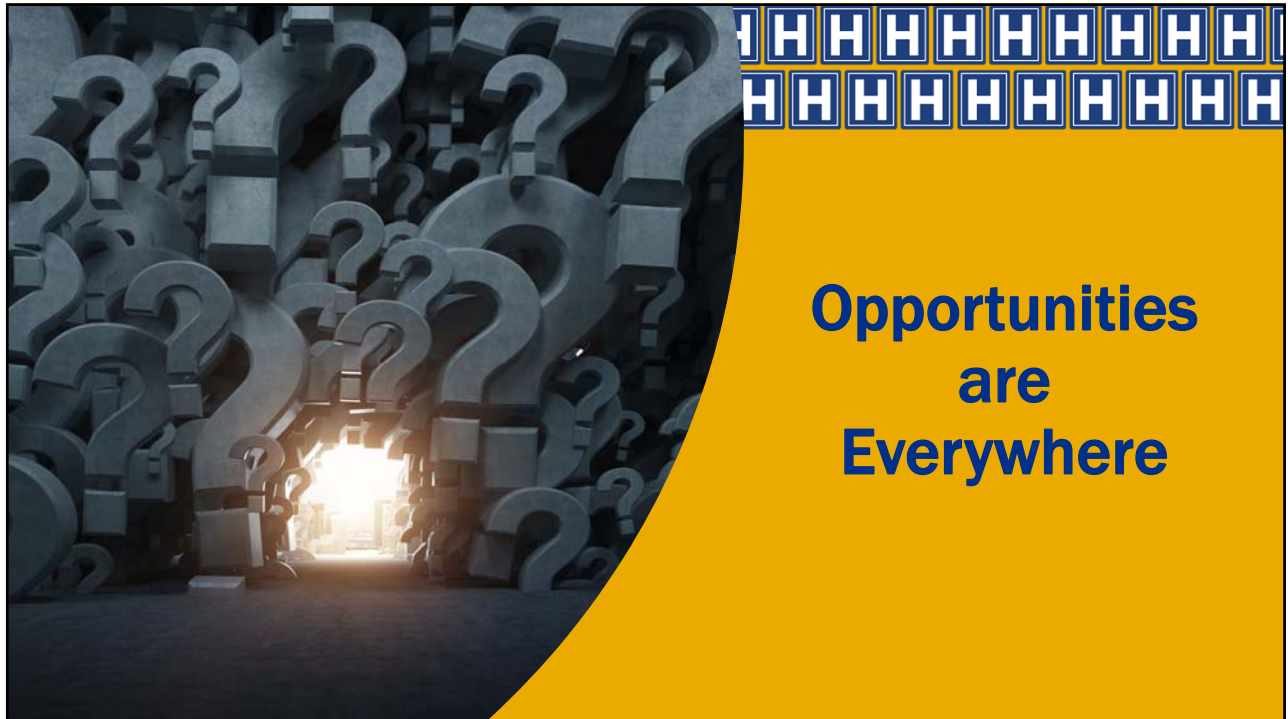
2022 Quality 101 Participants

- Christy Schuler - Atchison
- Kaylyn Klecan - Belleville
- Misty Duncan - Caldwell
- Kallie Obfson - Colby
- Rachel Love - Derby
- Dawn Stasser - Goodland
- Danielle Sinn - Hanover
- Stacia Urban - Herington
- Michelle Billips - Hill City
- Danielle Cox - Kingman
- Elizabeth Metcalf - LaCrosse
- Sara Davison - Lindsborg
- Bonnie Goans - Lyons
- Jennie Anderson - Oberlin
- April LeMarr - Plainville
- Erika Nicholson - Quinter
- Tonya Gibson - Winfield



2023 Quality 101 Participants

Please send names of any
new to quality in the last 18
months' folks to us





What Can You Do Now?



Share the Work AND the Successes



Share the Work AND the Successes

- Let people know what you are working on – invite them to participate
- Celebrate and highlight successes
- Utilize your internal communication channels
- Share successes
- Show, don't tell
- Post data and information

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Funding Acknowledgement

This program is supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) as part of an award totaling \$968,815 with 0% financed with non-governmental sources. The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement, by HRSA, HHS, or the U.S. Government. For more information, please visit HRSA.gov.

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