Best Practices in Kansas CAHs

October 2019
For Audio, please call the following:
U.S. and Canada Toll Free: (866) 740-1260
Required Participant Passcode: 2337436

Welcome
• Cathy Pimple – Newman Regional Health in Emporia
• Brandy Born – Graham County Hospital & Clinic in Hill City
• Samantha Gillis – Minneola Healthcare in Minneola
• Stacy Augustyn & Melissa Hall – Coffey County Hospital in Burlington
Newman Regional Health is a not-for-profit 25-bed Critical Access Hospital owned by the citizens of Lyon County, Kansas. Recognized as a Level 4 Trauma Center, Newman Regional Health provides inpatient acute and medical rehabilitation services along with a full range of emergency and outpatient care to patients of all ages in Lyon County and surrounding areas in East Central Kansas. Newman Regional Health offers 24/7 care with a newly renovated, state-of-the-art 19-bed emergency room and 10-bed Clinical Decision Unit. With a mission to improve health in the community by providing high quality care, Newman Regional Health has received recognition as a top Critical Access Hospital.
**Performance Improvement Science**

Program Design and Evaluation

**Physician Engagement**

**Aim**

Reduce Newman Regional Health hospital-onset C. difficile rate below KHC HIIN target

**Primary Drivers**

- Hand Hygiene Program
- Hand towel placed on meal tray
- EVS clean high-touch areas of C. difficile rooms twice per day
- Add patient HCAI Admission Assessment
- Review IDSA recommendations

**Secondary Drivers**

- Early Identification and Diagnosis
- Placing C. difficile testing algorithm
- Appropriate use of Anti-microbials
- Treatment Antibiotic Selection

**Change Concepts**

- PPE Training & Competencies
- Hand Hygiene Program
- Hand towel placed on meal tray
- Early Identification and Diagnosis
- Placing C. difficile testing algorithm
- Appropriate use of Anti-microbials
- Treatment Antibiotic Selection

**Performance Improvement Science**

**Model for Improvement**

- Hospital Acquired Infections
- Time Critical Diagnosis
- Readmissions
- Patient Experience
Chronic Care Management
(Care Connections Program)

- Program Development (supported by Quality in Action Grant $16,000)
  - Electronic health record build
  - Staff training
  - Workflow redesign
  - Policy and procedure development
  - Form development
  - Marketing material design
- Program Evaluation
  - Patient satisfaction
  - Provider satisfaction
  - Healthcare utilization
  - Quality of care
  - Biometrics

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National Rural Health Association

Top 20 Rural Community Hospitals 2019

Graham County Hospital & Clinic
Hill City, Kansas
Where are we located & known for……

- Located in Hill City (Graham County), Kansas
- Population in 2017: 1,417
- Total area of Graham County is 900 square miles
- Primary economy is driven by agriculture and oil production
- 40,000 acres of walk in hunting

Who we are……..

- 15 Bed Critical Access Hospital
- 2 Medical Doctors and 1 Physician Assistant
- 83 Employees
- 24 Hour Emergency Department
- Rural Health Clinic
- Specialty Clinics
- Governed by a five member elected board
Named Top 20 Critical Access Hospital

- Awarded from the National Rural Health Association

- Determining factors for the Top 20 CAHs were based on the results of the Hospital Strength Index and its eight indices of performance: inpatient market share, outpatient market share, quality, outcomes, patient perspectives, cost, charge, and financial stability

- Our Hospital Index Percentage: 98.7

- 82 CAHs in the state of Kansas and 1,350 CAHs in the United States

- Graham County Hospital was the only hospital in the state of Kansas to be presented this award

Top 20 Best Practice in Patient Satisfaction

MHC
Minneola Healthcare
Who we are...

- Located in Minneola, Kansas
- 19 Bed Critical Access Hospital
- 36 Bed Nursing home
- 24 hour emergency department
- 3 Rural Health Clinics
  - Minneola, Bucklin and Fowler, KS
- Named one of the Top 20 Critical Access Hospital in the Country for Patient satisfaction.
- Named Top Nursing Homes in Kansas 5 Star Rated

What we do...

- Service Excellence
  - Service excellence council
    - Review survey scores monthly
  - OASIS teams
    - HCAHPS drive development of OASIS teams
  - DO IT teams
  - CEO Roundtables
  - Accountability partners
  - Service recovery
  - Patient Partners (patient and family advocacy group)
Discharge planning

- Example of previous OASIS/DO IT team
- All patients discharged from hospital get a Red Binder
- Information included:
  - Discharge instructions
  - Updated medications
  - Diet
  - Special instructions
  - Exercise
  - Calendar of appointments
  - Questions for my doctor
  - Information for my doctor
  - DPOA/Living will
  - Insurance information

Contact Us

- Need assistance?
- Samantha Gillis, DPT, COO
- 620-885-4264
- Samantha@minneolahealth.com
Survey Readiness

Stacy Augustyn BSN RN & Melissa Hall BSN RN

Located in Burlington, Kansas
- 25-bed Critical Access Hospital
- 5 Rural Health Clinics
- 12 Outpatient Specialty Clinics
- 26-bed Assisted Living Facility
- 30-bed Long Term Care Facility
- Home Health Services
CHS Recent Survey History

- KDHE Survey: January 2017
- Mock Survey: May 2017
- DNV-GL Accreditation Survey: June 2017
- *Conversion to Critical Access Hospital: July 2017*
- DNV-GL Accreditation Survey: May 2018
- DNV-GL Accreditation Survey: May 2019
- EMTALA Survey: September 2019

A New Approach to Survey Readiness

- Accreditation Committee
  - Team Approach
  - Annual Regulation Review
  - **Survey Notebooks**
- Priority and Time Commitment
- Mock Surveys
- Staff Preparation
- Survey Mindset
- Building Relationships
Survey Notebooks

Outcomes & Successes

- Always ‘Survey Ready’
- Back-up Plan
- Confidence
- Front Line Staff Understanding
- Collaboration and Building of Relationships
- Quality of Care
We are what we repeatedly do. Excellence, then, is not an act, but a habit.
-Aristotle

Webinars

- 2019/2020 SHIP Informational Webinars
  - December 20 and March 17
- 2019/2020 Quality Corner Calls
  - November 20 – CDC Antibiotic Stewardship/Rural Health
  - January 19 – TBD
  - February 13 – TBD
  - April 9 – TBD
  - May 14 – TBD
Projects

- PFE/HCAHPS – Patient Satisfaction Learning Community
  - Informational Webinar December 5 at noon
- Efficient Revenue Cycle Processes/LEAN

Upcoming In-Person Education

- Rural Health Symposium
  - November 21 – Wichita Marriott
- Revised EDTC Regional Training
  - December (2 locations)
  - January (2 locations)
Contact Us

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Funding Acknowledgement

This project was federally funded through KDHE-BCHS-FLEX Program. The FLEX program is managed by the Federal Office of Rural Health Policy, Health Resources and Services Administration, U.S. Department of Health and Human Services.