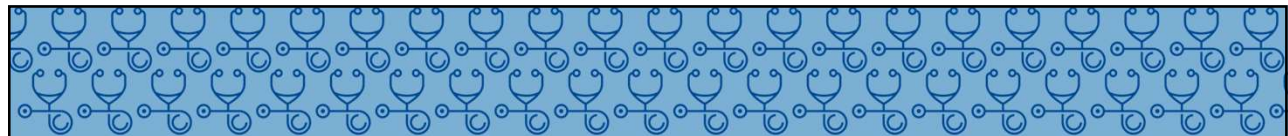




Best Practices in Kansas Critical Access Hospitals

Quality Corner Call
October 19, 2023

HEALTHWORKS
KANSAS HOSPITAL ASSOCIATION



Happy National Healthcare Quality Week

October 15 - 21, 2023

HEALTHWORKS
KANSAS HOSPITAL ASSOCIATION



https://hqw.nahq.org/?fbclid=IwAR0a_oVg9B24r2jX8sCGV-lppJR8g3RGs73sWIXOouysrEjBHipYH3unP7M

- **Healthcare Quality Week (HQW), brought to you by NAHQ, is a dedicated time to celebrate the discipline and raise awareness of the positive impact those working in healthcare quality and safety have in their organizations and communities.**
- **Quality has taken center stage and more people working in healthcare quality and safety are being called upon to do this critical work.**



MBQIP Award for Kansas

Reverse Site Visit in July 2023

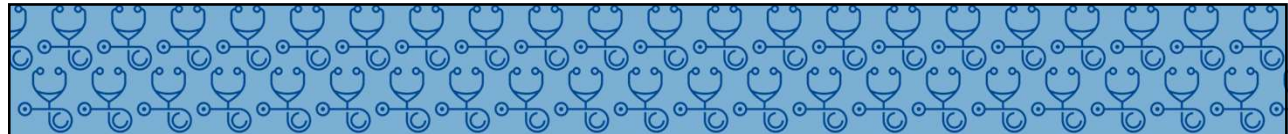


KANSAS Excellence in Quality Improvement & Innovation



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Kansas
Department of Health
and Senior Services



National Rural Health Association

2023 Top Critical Access Hospitals

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Kansas
Department of Health
and Senior Services

2023 Top Critical Access Hospitals

- Top 20 Critical Access Hospitals
 - Community Memorial Healthcare, Inc.
 - Fredonia Regional Hospital
- Best Practice Recipients – Patient Satisfaction
 - Hodgeman County Health Center
 - Kiowa District Healthcare
- Best Practice Recipients – Quality
 - Coffey County Hospital



Top 20 Critical Access Hospitals

Community Memorial Healthcare, Inc. – Marysville
Fredonia Regional Hospital – Fredonia



Community Memorial Healthcare, Inc.

Marysville
Curtis Hawkinson
Chief Executive Officer



Community Memorial Healthcare Marysville, Kan.



Scrubby the CMH Squirrel



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TOP 20 CRITICAL ACCESS HOSPITAL *in the Nation!*

COMMUNITY MEMORIAL HEALTHCARE

TRUST. LOCAL.



TOP CRITICAL ACCESS HOSPITAL 2023 Overall Winner

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



TOP CRITICAL ACCESS HOSPITAL 2022 Overall Winner



TOP CRITICAL ACCESS HOSPITAL 2021 Overall Winner

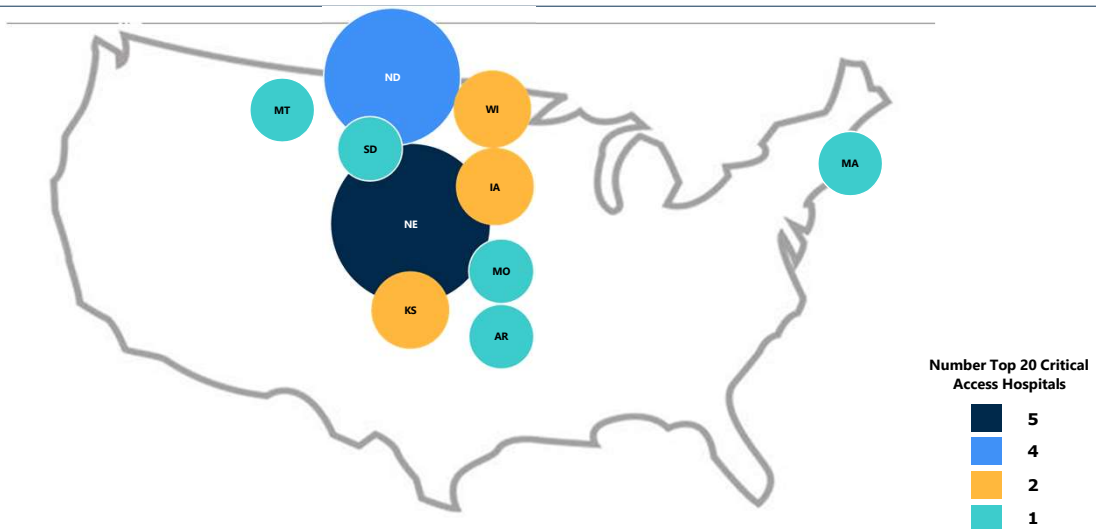
Thank you to our data partner



THE CHARTIS GROUP

NRHA

2023 Top 20 Critical Access Hospitals

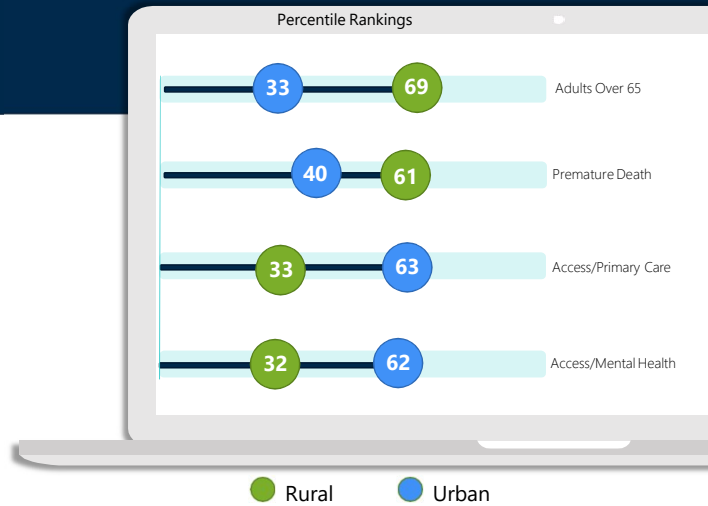


The Rural / Urban Divide

Health Disparities **widen** during Pandemic

Rural populations are older, poorer, sicker, have less access to care and suffer worse outcomes than their more urban peers.

Increasingly...



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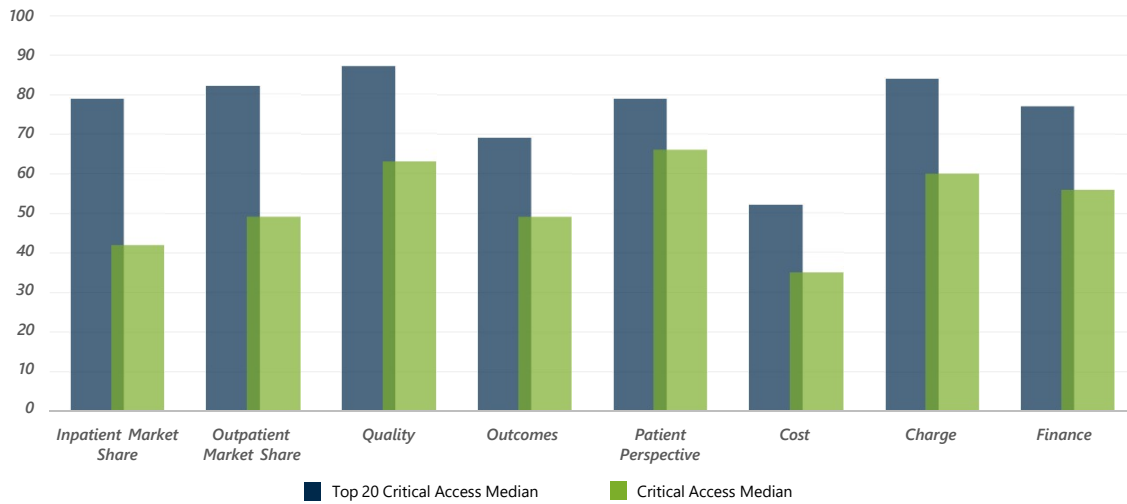
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Eight Pillars of Excellence

- ✓ Inpatient Market Share
- ✓ Outpatient Market Share
- ✓ Quality
- ✓ Outcomes
- ✓ Patient Perspective
- ✓ Cost
- ✓ Charge
- ✓ Finance

Characteristics of Top 20 Performance

2023 Top 20 Critical Access Hospitals



Steady Quality/Performance Improvement Program

- ▶ Sherrie Harrison - 25 + Years at CMH
- ▶ Quality Committee of the Board
- ▶ MBQIP
- ▶ QHI



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Thank You

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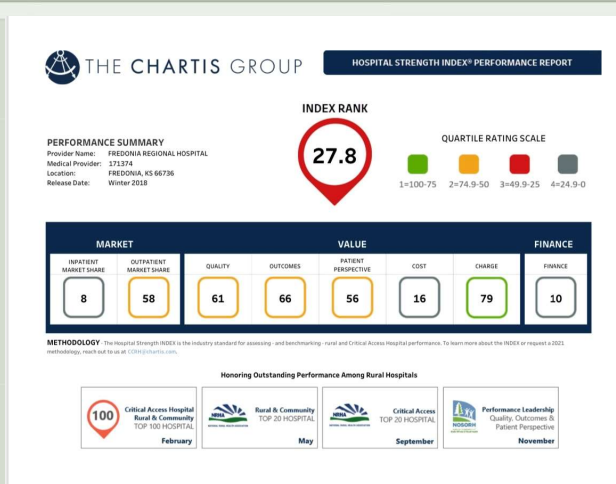
Fredonia Regional Hospital

Fredonia
Brooke Romans
Chief Nursing Officer



Fredonia Regional Hospital, located in Fredonia, KS, is the premier health care company focused on delivering the highest quality care with a broad range of modern healthcare services. FRH is a 25 bed Critical Access Facility (CAH) that employs over 100 people with competitive wages, strong leadership, 24/7 nursing and provides the highest quality patient care. Services at FRH include medical, surgical, emergency, Physical Therapy, Respiratory Therapy, and Outpatient Services.

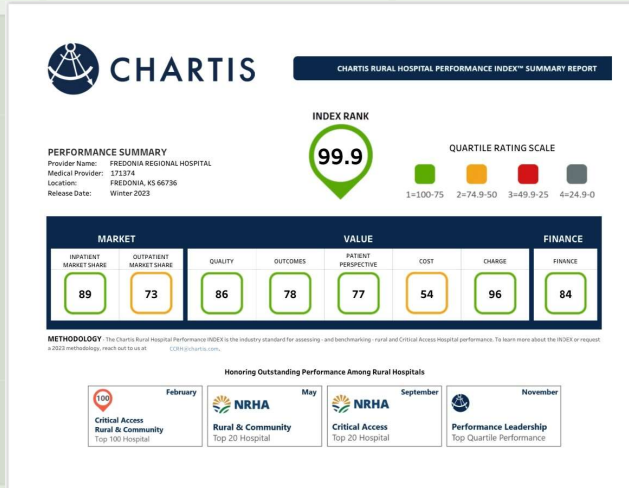
FRH's Ratings in 2018



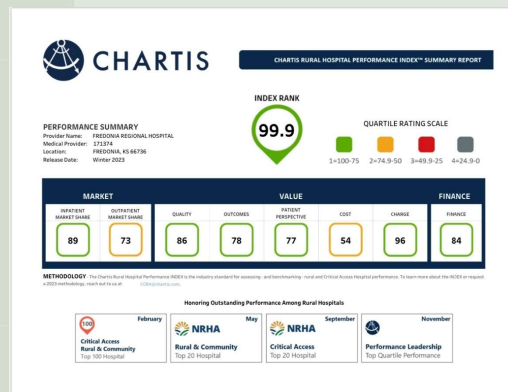
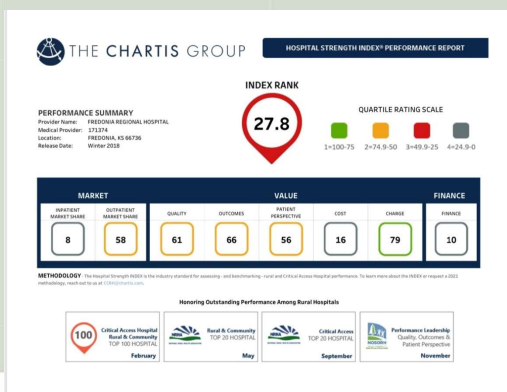
What helped us?


- Good stewards of our resources.
- Ongoing evaluation of staffing in key positions and embracing changes.
- Fostering partnerships with other healthcare facilities.
- Cultivated engagement with supervisors and staff on Quality measures, increasing buy-in.
- Four new service lines and are always open to assessing new opportunities.

FRH's Ratings in 2023



Side by Side Comparison







Best Practice Recipients – Patient Experience

Hodgeman County Health Center – Jetmore
Kiowa District Healthcare – Kiowa


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Hodgeman County Health Center

Jetmore
Erin Washburn, RN, QA/RM
Regan Weber, RN, CNO

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Hodgeman County Health Center

Erin Washburn, RN, QA/RM & Regan Weber, RN, CNO



Hodgeman County Health Center

25 bed Critical Access

17 Intermediate Swing Bed
8 Acute Care Bed
2 Bed ER

Bramley (independent living) full at 16 with wait list
High Complexity Lab
Radiology with CT
Outpatient Wound Care
Surgery
Pain Management
Physical Therapy
Pulmonary Rehab
O'Shea Memorial Clinic (RHC)
Transportation

Staffing

Acute Care is staffed with 2 licensed nurses & 1 CNA

ISB is staffed with 1 licensed nurse & 3 CNA
1 RA dayshift
1 licensed nurse & 2 CNA nightshift

Senior Nurse On Call rotation consists of all office nurse staff for all evenings and weekends

Excellent Environmental Services staff

Flexible Dietary Service

Engaged Medical Providers

Patient Experience

Communication: Low nurse to patient ratio, focus on high quality patient care and education.

Responsiveness: No PASS Zone, regardless of job title if a call light is alarming someone addresses the patient.

Discharge Information: Created a form to review and educate overall discharge medications that explains why and when they should be taken.

Care Transitions: Discharge planner visits with patient and caregiver prior to discharge to make sure all needs are met using a thorough discharge assessment.

Cleanliness: Housekeeping staff that is amazing! Maintenance also plays a role in assisting housekeeping in any way that is needed.

Quietness: Our HVAC system is loud; patients are warned and educated on admission how to run the system in each room.

PFAC: Active committee made up of hospital leaders, patients and family members that work on projects and address concerns.

Transportation: HCHC bus to transport patients in our county to/from Hodgeman County Health Center for outpatient services, inpatient services, and clinic appointments free of charge.



Mission Statement :

At Hodgeman County Health Center, we will deliver high quality patient-centered healthcare with excellence, compassion and competence.



Erin Washburn and Regan Weber

ewashburn@hchconline.org rweber@hchconline.org

www.hchconline.org

Kiowa District Healthcare

Kiowa

Janell Goodno, CEO

Brandy Campbell, Quality Assurance

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Kiowa District Healthcare

“Quality C.A.R.E. Close to Home”

We strive to be the premiere rural provider of choice in the delivery of care by always placing patients, residents, and their families first, thus providing a positive impact in our lives as well as the lives of others.

Patient Satisfaction



*"I want to thank you for such good care for my family member.
You were wonderful to him; you were all so good, kept him as comfortable as he could be!
So glad he wasn't sent to Wichita. I felt like he had the best care!
Just want you to know we appreciate the love you gave to all of us!"*

-Patient



"Thank you for making my Daddy better!"

-Patient

" Our family wants to express our appreciation for all your efforts in taking good care of our Mother during her stay. She is happy to be back home, Thank You!"

-Patient

"Thank you for everything"

-Patient



Quality Care

"At Kiowa District Healthcare we have a remarkable team of medical experts who are dedicated to providing you and your family with quality, patient-centered healthcare close to home"

Brandy Campbell MSN, RN, CMSRN
Quality Assurance

KIOWA 
DISTRICT HEALTHCARE



2023 NRHA
TOP 20 CAH
AWARD:
Patient
Satisfaction





Best Practice Recipients – Quality

Coffey County Hospital – Burlington



Coffey County Hospital

Burlington

Stacy Augustyn, Chief Operating Officer

Linsey Knipp, RN, Director of Quality and Risk



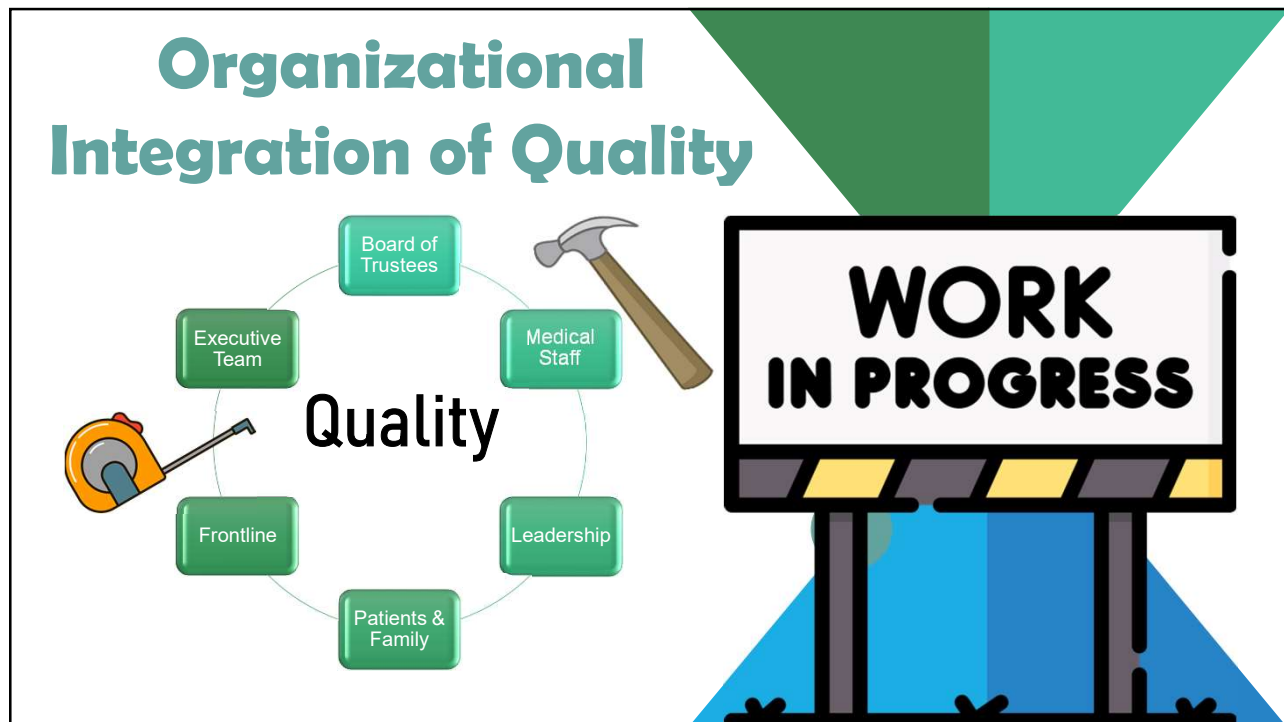
Quality Corner Call: Best Practices

Presented By:
Linsey Knipp RN
Director of Quality and Risk
&
Stacy Augustyn MSN-NA RN
Chief Operating Officer

CHS
Coffey County
Hospital
Burlington, Kansas

TOP CRITICAL ACCESS HOSPITAL 2023
Best Practice in Quality

**YOUR HEALTH.
OUR MISSION.**



Recognizing our People Providing Quality Care



DAISY AWARD



BEE AWARD



KUDOS CARDS



GRATITUDE

“Teamwork is the ability to work **together** toward a common vision. The ability to direct **individual** accomplishments toward organizational objectives. It is the **fuel** that allows common people to attain uncommon results.”

Andrew Carnegie



Facilities Receiving 100% of their SHIP Grant Funds (2022-23)

Amberwell Hiawatha	Hiawatha
Anderson County Hospital	Garnett
Ashland Health Center	Ashland
Caldwell Regional Medical Center	Caldwell
Cheyenne County Hospital	Saint Francis
Coffey County Hospital	Burlington
Comanche County Hospital	Coldwater
Community HealthCare Systems Inc	Onaga
Community Memorial Healthcare, Inc	Marysville
Edwards County Hospital & Healthcare Center	Kinsley
Fredonia Regional Hospital	Fredonia
Girard Medical Center (Hosp. Dist. #1 Crawford Co.)	Girard
Greenwood County Hospital	Eureka
Hanover Hospital	Hanover
Holton Community Hospital	Holton
Kiowa County Memorial Hospital	Greensburg
Lindsborg Community Hospital	Lindsborg
McPherson Hospital Inc	McPherson
Meade District Hospital	Meade
Medicine Lodge Memorial Hospital & Physicians Clinic	Medicine Lodge
Mercy Hospital, Inc	Moundridge
Minneola Healthcare	Minneola
Mitchell County Hospital Health Systems	Beloit
Morris County Hospital	Council Grove

Morton County Hospital	Elkhart
Nemaha Valley Community Hospital	Seneca
Neosho Memorial Regional Medical Center	Chanute
Ness County Hospital	Ness City
Newman Regional Health	Emporia
North Central Kansas Medical Center	Concordia
Osborne County Memorial Hospital	Osborne
Patterson Health Center	Anthony
Pawnee Valley Community Hospital	Larned
Phillips County Health Systems	Phillipsburg
Pratt Regional Medical Center	Pratt
Rawlins County Health Center	Atwood
Russell Regional Hospital	Russell
Sabetha Community Hospital	Sabetha
Satanta District Hospital & LTCU	Satanta
Sheridan County Health Complex	Hoxie
Smith County Memorial Hospital	Smith Center
South Central Kansas Medical Center	Arkansas City
St. Luke Hospital and Living Center	Marion
Stafford County Hospital	Stafford
Stanton County Hospital	Johnson
Stormont Vail Flint Hills	Junction City
Trego County Lemke Memorial Hospital	WaKeeney
William Newton Hospital	Winfield

**Most Improved
Facility that Increased their Reporting**

Comanche County Hospital
Coldwater

Sandy Dobrinski - DON
Lisa Brooks - CEO



Most engaged in the Facebook Group

Misty Duncan
Caldwell Regional
Medical Center
Caldwell

Christine Winkel
Mitchell County
Hospital Health
Systems
Beloit


KS Connections: Hospital Quality & Risk Resource Group





2023 Quality 101 Participants

- Amy Caddick - Elkhart
- Mika Cary - Osborne
- Kelsey Clark - Mankato
- Sara Corsair - Ransom
- Chelsea Cowart - Council Grove
- Connie Davis - Moundridge
- Sandra Dobrinski - Coldwater
- Melissa Fry - Ellsworth
- Vickie Gibbs - Phillipsburg
- Ashley Houston - Hiawatha
- Stacy Kimuyu - Ellinwood
- Linsey Knipp - Burlington
- Nancy Martin - Winchester
- Amanda Pfannenstiel - Russell
- Kari Smith - Clay Center
- Harry Sturgeon - Quinter
- Jessica Teaver - Derby
- Jeni Wallgren - Smith Center
- Erin Washburn - Jetmore



Spread the Word

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Goodland Regional Medical Center

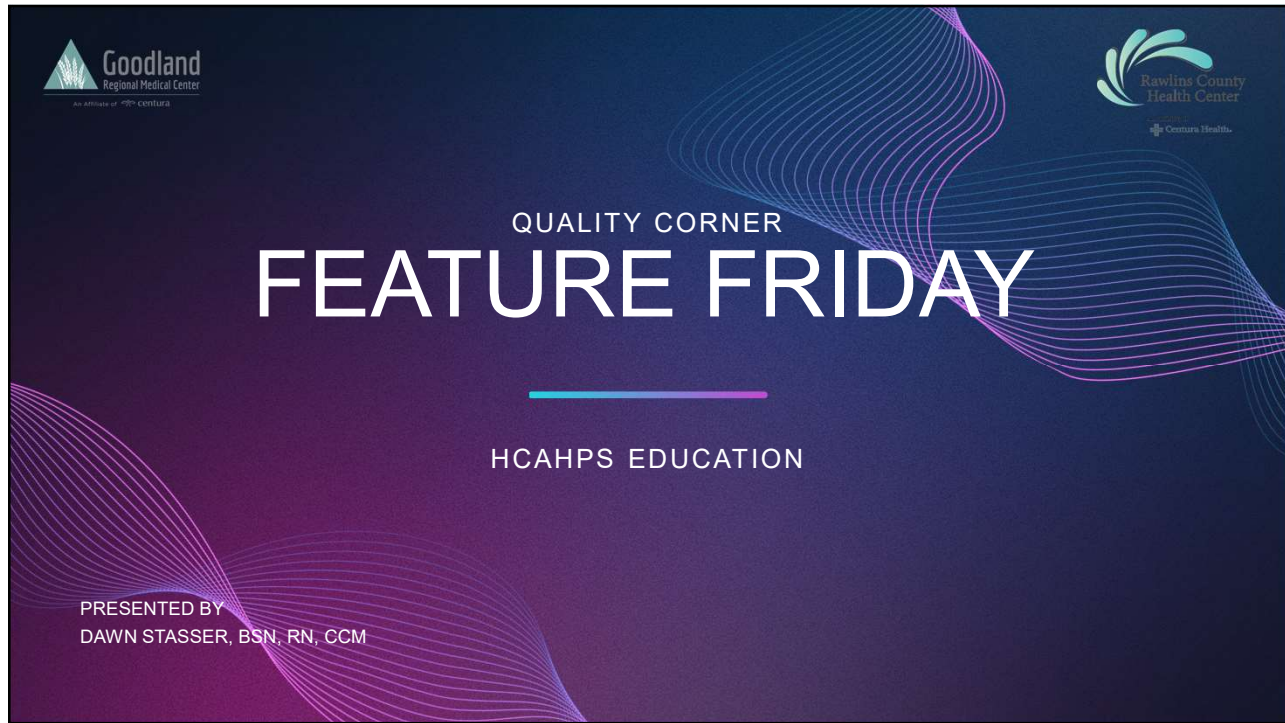
Goodland


Dawn Stasser, RN, BSN, CCM


Quality Manager and HIPAA Privacy Official GRMC/RCHC

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 **Rawlins County**
Health Center
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QUALITY CORNER FEATURE FRIDAY

HCAHPS EDUCATION

PRESENTED BY
DAWN STASSER, BSN, RN, CCM



OBJECTIVES

<p>DEFINE HCAHPS</p>	<p>Educate employees on what and why we have the HCAHPS survey. Every staff member should know what it is.</p>
<p>PROVIDE TRANSPARENCY</p>	<p>Post the results every quarter for employees and board members to see. The entire facility should be able to know their part.</p>
<p>TARGET EDUCATION TO THE LOWEST PERFORMANCE</p>	<p>Choose the topics that will make the biggest impact in your HCAHPS scores first. Then add items that will have an indirect affect on those areas.</p>
<p>UTILIZE GREAT RESOURCES</p>	<p>Choose books, websites and printed material that have already done the work for you. Don't try to recreate the wheel, just modify it for your facility.</p>

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WHAT & WHY



HCAHPS

The HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems) survey is the first national, standardized, publicly reported survey of patients' perspectives of hospital care.

The HCAHPS survey asks discharged patients 29 questions about their recent hospital stay. The survey contains 19 core questions about critical aspects of patients' hospital experiences (communication with nurses and doctors, the responsiveness of hospital staff, the cleanliness and quietness of the hospital environment, communication about medicines, discharge information, overall rating of hospital, and would they recommend the hospital).



START WITH COMMUNICATION



Always start with communicating why you are providing the education. It is no secret to the outside world what our scores are so communicate to staff about the survey.


Center your communication around the why. Patient-Centered Care is the primary focus. The results of HCAHPS is the way we measure how we are doing with it.



MEDICARE.GOV




PATIENT CENTERED



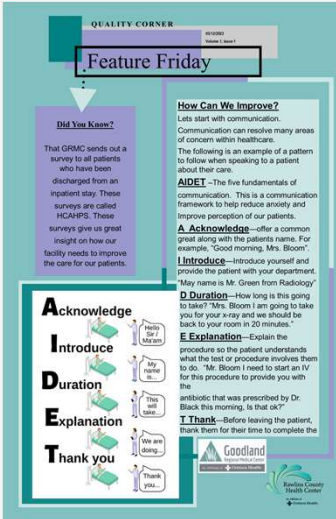
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Feature Friday



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Did You Know?
That GRMC sends out a survey to all patients who have been discharged from an inpatient stay. These surveys are called HCAHPS. These surveys give us great insight on how our facility needs to improve the care for our patients.

How Can We Improve?
Let's start with communication. Communication can resolve many areas of concern within healthcare. The following is an example of a pattern to follow when speaking to a patient about their care.

AIDET—The five fundamentals of communication. This is a communication framework to help reduce anxiety and improve perception of our patients.

A Acknowledge—offer a common greeting along with the patient's name. For example, "Good morning, Mrs. Bloom"

I Introduce—introduce yourself and provide the patient with your department. "My name is Mr. Green from Radiology"


D Duration—How long is this going to take? "Mrs. Bloom I am going to take you for your x-ray and we should be back to your room in 20 minutes."

E Explanation—Explain the procedure so the patient understands what the test or procedure involves them to do. "Mr. Bloom I need to start an IV for this procedure to provide you with the antibiotic that was prescribed by Dr. Blank this morning. Is that ok?"

T Thank—Before leaving the patient, thank them for their time to complete the

Acknowledge
Introduce
Duration
Explanation
Thank you


Friday education series to enlighten and educate staff on the many areas within the HCAHPS journey using, "The HCAHPS Handbook" by the Studer Group.



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Topics



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Topics were chosen that coincided with the HCAHPS survey and occurrences within our facility. This allows for a combination of reasons to promote patient-centered care and customer service.

AIDET

ENGAGING THE PATIENT

MANAGING UP

COURTESY & RESPECT

BEDSIDE SHIFT REPORT

NARRATE CARE

INDIVIDUALIZED PATIENT CARE

MEDICATION EDUCATION



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Every Patient, Every Time



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Feature Friday
Every Patient, Every Time

Post-Visit Patient Phone Calls

Did You Know?
Post-visit patient phone calls are an effective way to connect with patients following discharge. They confirm compliance and understanding of discharge instructions, demonstrate empathy, and afford an opportunity for service recovery (if appropriate).

Benefits of Post-Visit Patient Phone Calls:

- Reduced patient anxiety
- Increased compliance with discharge instructions
- Improved clinical outcomes
- Reduced readmissions
- Decreased complaints and claims
- Increased employee satisfaction
- Increased patient perception of care

Health is not valued till sickness comes.
- Thomas Fuller

DON'T BE AFRAID TO BRING UP HARD TOPICS

BE CONSISTENT IN YOUR DELIVERY

SHARE IN THE GOOD AND THE BAD COMMENTS

USE YOUR PLATFORM TO ADDRESS IMMEDIATE CONCERNS

PROVIDE SOLUTIONS OR A PATHWAY TO MAKE THE IMPROVEMENT



Feature Friday
Every Patient, Every Time

Careful Listening

Did You Know?
Good listening is not something that we are born with. It is a skill that we learn and practice. As healthcare providers, we recognize that you have shared your concerns regarding your care and outcomes are our absolute top goal. Let's be sure you have an opportunity to share your concerns with us.

Benefits of Careful Listening:

- Increased patient satisfaction
- Improved clinical outcomes
- Reduced readmissions
- Decreased complaints and claims
- Increased employee satisfaction
- Increased patient perception of care

Communication



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Make It Yours



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A Division of CHS - Carolina



Feature Friday
Every Patient, Every Time

We Are A Team!

A harmonious cooperative staff builds confidence among patients and their loved ones. Some staff will take better control of conversations and that means you, as well as the team as a whole, is contributing to the patient's experience.

Did You Know?
Cooperation and cooperation! Teamwork and cooperation are critical to the smooth operation of any organization. Customers draw conclusions about your team's competence, compassion and ability to work together.

If you take out the team in teamwork, it's just work. Now who wants that?
- Matthew Woodring Stover

Add information on processes or resources that are available to staff. For example, your medication resource for staff to provide for patients.



Feature Friday
Every Patient, Every Time

Shhhh... Healing in progress

SHHH Quiet!
How often have you heard that phrase in a healthcare setting? "Noise annoys." It also shows a lack of consideration and concern for patients, co-workers and your other customers.

Keeping it Quiet

Get in a patient room or walking down and just listen. You most likely will hear phones ringing, people talking, doors opening and closing, the sounds of equipment being moved across the floor, or other conversations taking place in multiple directions. Being quiet seems like it is the last thing on our minds when we are trying to provide care. Although the noise levels in a hospital are considered extreme and are not conducive to healing, how about how important it is for patients to rest in a hospital. If our noise level is high, then our patients are not able to rest and feel in high exhaustion. Patient safety is our top priority. So what do we do about it? Here are a few tips to remember:

1. Be aware of how loud, how long, and when you talk.
2. Hold your conversations where it is appropriate.
3. Ask yourself if your conversation is appropriate for the room or space you are in? If not, find a quiet place to talk.
4. Avoid calling out or yelling down the hall. No shouting!
5. Take extra care not to bump, bump, bump, bump or rattle things.
6. Turn down the volume!
7. Use your knowledge to be an advocate for quiet for your patients.
8. And for the sake of all, please answer the phone quickly. Good customer service is essential before the bird ring.

GOOD MEDICINE

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Picker's Eight Principles of Patient-Centered Care

- Respect for patients' preferences
- Coordination and integration of care
- Information and education
- Physical Comfort
- Emotional Support
- Involvement of family and friends
- Continuity and transition
- Access to care

One View Healthcare Blog

THE HCAHPS Handbook
Practice to Improve Quality and the Patient Experience
1st Edition, 2014
By John Kennedy

CUSTOMER SERVICE FOR PROFESSIONALS IN HEALTH CARE:
Key Behaviors That Enhance the Patient and Family Experience

Wendy Leebov, Ed.D.
Leebov Golde Group

Every Patient, Every Time

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To Be Continued...

Thank You

PRESENTED BY
DAWN STASSER



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 **Kansas**
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