

NMC Patient Safety and Quality FY2014



Newton Medical Center
600 Medical Center Drive
PO Box 308
Newton, KS 67114

Nicest facility I've ever been in – smooth, relaxing visit – Thanks. Women's Center

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I was treated with dignity, kindness, and caring. The treatment included something new and very effective. Thank you staff! You were great! ED

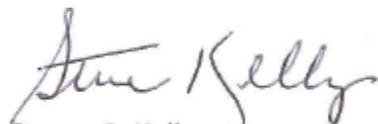


Newton Medical Center is a 103 bed, not-for-profit community hospital whose roots in serving our community date back more than 100 years. The mission and values of our organization reflects our Christian principles of providing excellent and compassionate care for all.

One of NMC's prime objectives is in improving the quality and safety of care provided to patients. We not only have a robust internal quality department but have partnered in state and national trials that implement best care practices.

In this annual presentation, we want to share with you some of the quality reporting that is generated from information submitted by most hospitals. While we compare very favorably to other facilities, our efforts to be the best is our goal. If you have questions, please don't hesitate to contact our Quality Management Department at 316/804-6159.

Thanks for choosing us for medical needs. We will work hard to continue to earn that trust.



Steven G. Kelly, DHA, FACHE
President and CEO

Who We Are

Mission:

To excel in providing healthcare by understanding and responding to the individual needs of those we serve.

Vision:

To be the community's choice for healthcare

Values:

Respect. Excellence. Service. Trust.



Very professional and courteous staff. Lucky to have home town hospital. Surgery Care

Clinical Quality

Process of Care means the actions taken to care for a patient using the correct treatments, processes or actions to lead to the best outcomes. NMC strives to continuously meet best practices to ensure the best medical care for our community.

With the use of evidence based practices the federal *Centers for Medicare and Medicaid Services (CMS)* has developed a set of measures to collect and compare hospitals.

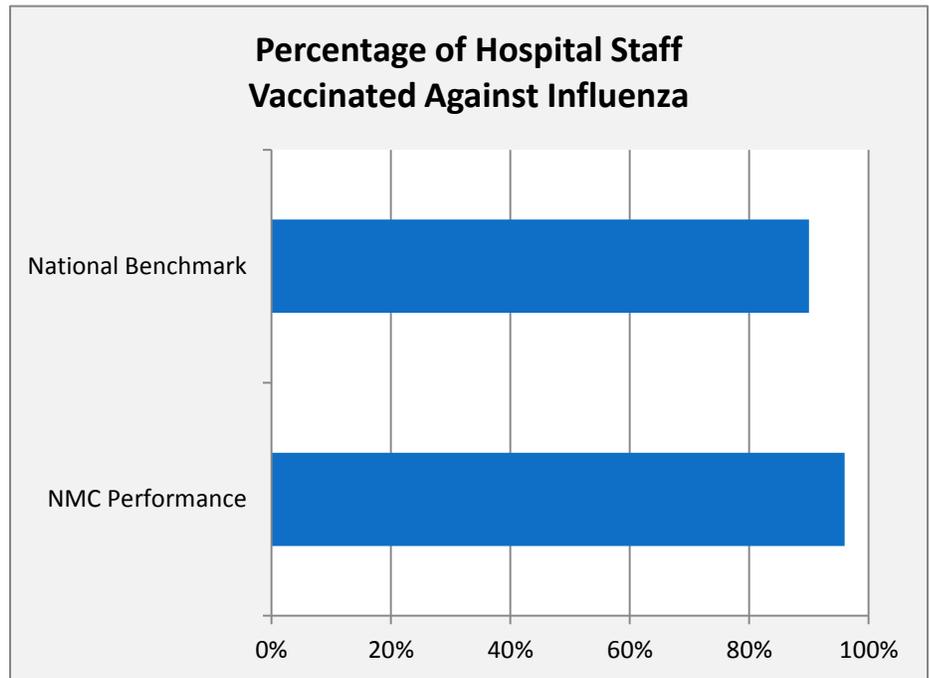
Clinical Quality - Indicators	Worse than Average	Average	Better than Average
Emergency Department: Blood cultures Performed prior to Initial Antibiotic Received in Hospital			●
Initial Antibiotic Selection for Community-Acquired Pneumonia in Immuno-competent Patients	●		
Surgery Patients on Beta-Blocker Therapy who Received Beta-Blocker during Perioperative Period		●	
Prophylactic Antibiotic Received within One Hour Prior to Surgical Incision			●
Prophylactic Antibiotic Selection for Surgical Patients			●
Prophylactic Antibiotics Discontinued within 24 Hours After Surgery End Time		●	
Urinary Catheter Removed for Postoperative Day 1 or Postoperative Day 2			●
Surgery Patient: received appropriate treatment to prevent blood clots at the right time.			●

* Antibiotic selection process will be sent to Quality Council for review.

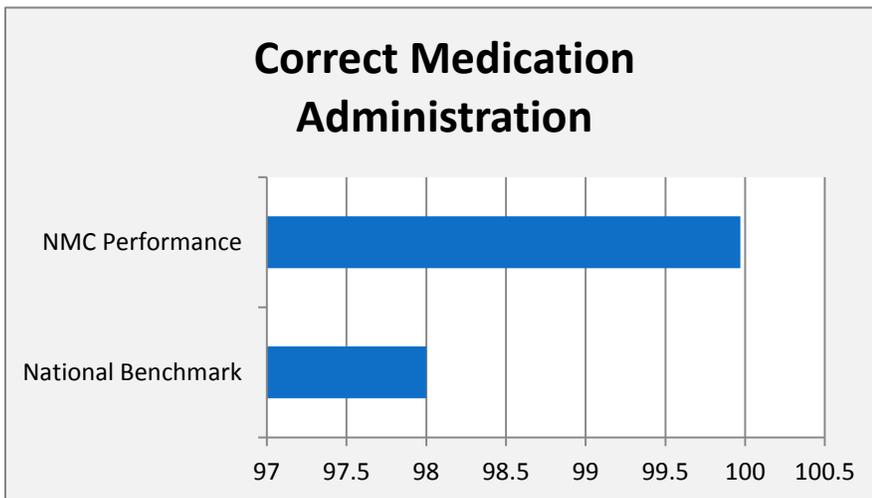
The OPCU nursing staff is “The Best”. Kind, caring, courteous. I feel they went above and beyond in their care of me! I as a patient can only say that my stay from check in to dismissal was perfect! I love you all!! OPCU

Patient Safety

Newton Medical Center also recognizes that staff members who are vaccinated against influenza will not pass influenza on to others. Newton Medical Center encourages all staff to receive the influenza vaccine for the protection of our patients. The U.S Department of Health and Human Services recommends 90% of staff receive the influenza vaccine in Healthy People 2020. The influenza vaccine was received by 96% of all Newton Medical Center staff this fiscal year.



Everybody was so in tune to keeping my dignity and were very respectful and kind. Women's Center



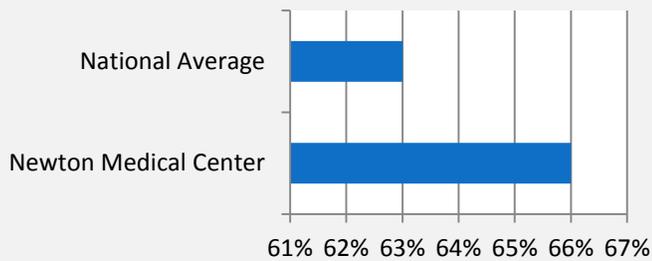
Newton Medical Center takes the administration of medication very seriously. We are proud to be above what is generally considered to be the national standard of 98% correct medication administrations. For this last fiscal year, greater than 41,000 doses of medications are administered each month at NMC with a rate of 99.97%.

Experience of Care

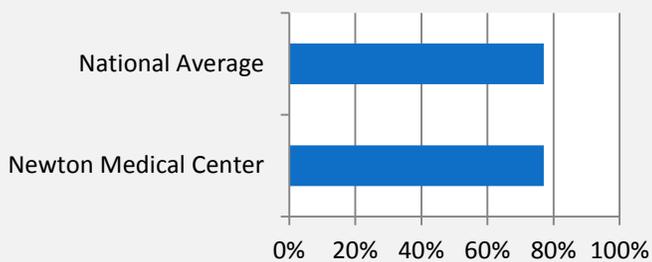
The experience of care is measured through inpatient surveys. The Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) surveys are nationally standardized and publically reported to allow valid comparisons across hospitals locally, regionally and nationally.

NMC uses the completed surveys to make decisions regarding hospital policies and standards of patient care.

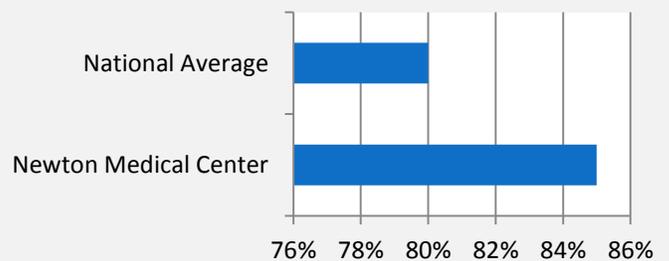
Patients "always" received help as soon as they wanted.



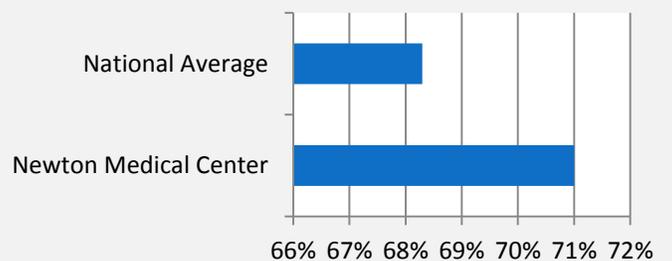
Patients felt their nurses "always" communicated well.



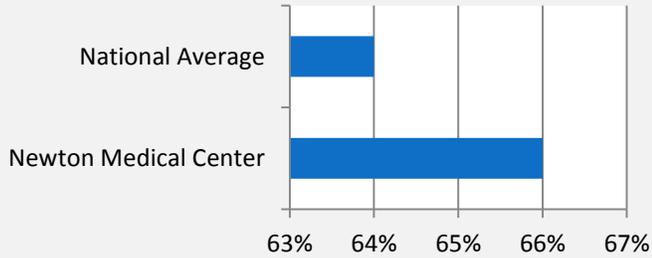
Patients felt their doctors "always" communicated well.



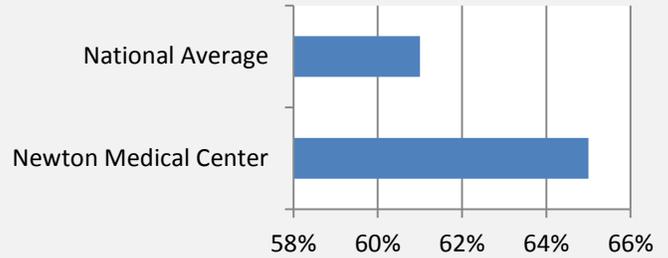
Patients felt their pain was "always" managed.



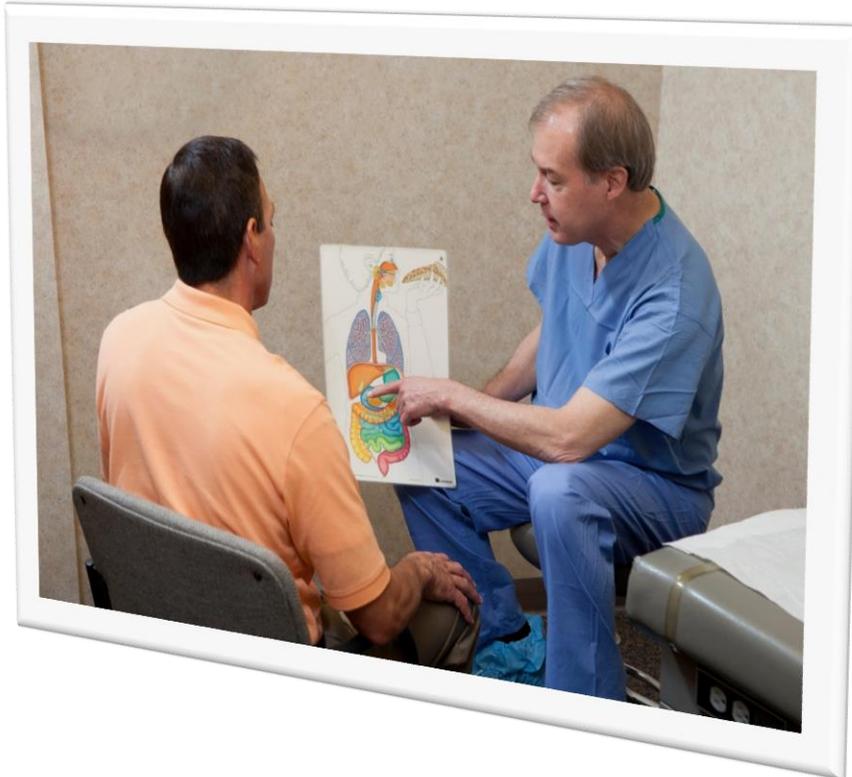
Patients felt their room was "always" quiet at night and clean.



Patients felt the hospital staff "always" explained medicines.

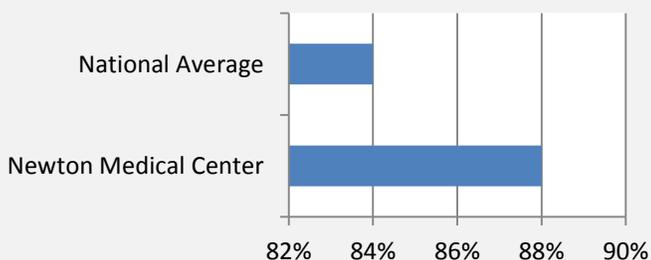


The staff including pre-operative, operative and post-surgery were kind, empathetic and skilled in their discipline. My experience could not have been any better! Your staff should be acknowledged for their excellent care as they are an asset to NMC. OPCU

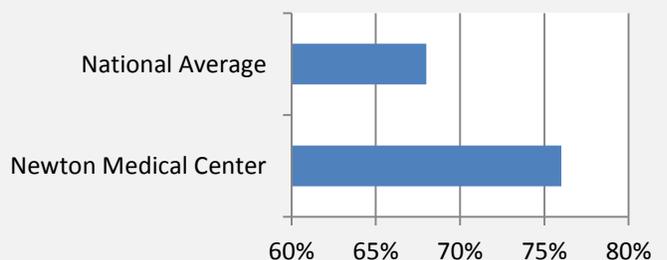


Staff was exceptional, working around my mother's specific needs for this injection. Imaging

Patients received information about recovering at home.



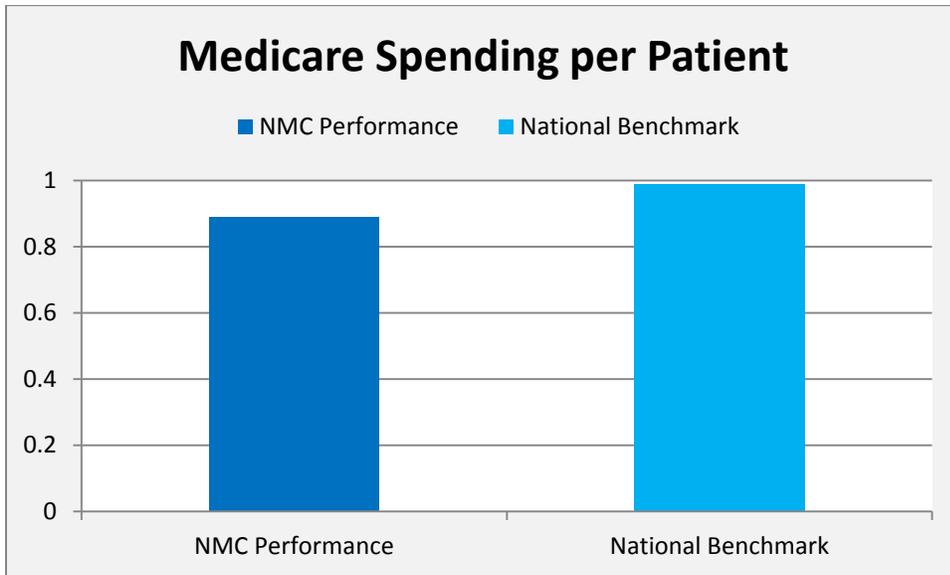
Patients gave the hospital a rating of 9 or 10 (high).



Efficiency

NMC is evaluated by annual spending “per Hospital Patient with Medicare” by the federal Centers for Medicare and Medicaid Services (CMS). This includes any Medicare Part A and Part B Payments made for the patient during the 3 days prior to the hospital stay, during the stay and during the 30 days after hospital discharge.

This result is a ratio calculated by dividing the amount Medicare spends per patient for an episode of care initiated at this hospital by the median (or middle) amount Medicare spent per patient nationally.



* A lower score indicates a better performance.

National Benchmark projected by the Advisory Board Company
NMC Performance based on the CMS 2012 report.



This was our first time at the surgery center. We were so impressed with the facility. You have a wonderful staff here that make you feel like you are their only patient. They are very professional and at the same time show so much compassion. ...We will use this facility again. Thanks. NSC

We were very pleased with Mom's care and she was too. Everyone that took part in caring for Mom was very efficient, friendly and caring. Thank you so much!
OPCU

Discharge Planning

Submitted by Heather Porter, Director of Case Management.

On January 8th, 2014 the discharge task force was established with the following key stakeholders present: Director of Case Management Service, Director of Patient Services, Director of Generations and IRU, Nursing Coordinators from inpatient, outpatient, and generations, IRU, Surgery Care and Nursing IT personal. Goals of the task force included establish consistency hospital wide related to discharge format, implementation of best practice model, prepare physicians for meaningful use implementation, improve medication reconciliation process and finally decrease duplicity in the discharge process. The task force met bi-weekly where the LEAN process was applied to discharge forms utilized and medication reconciliation forms utilized. Discharge and medication forms revised to meet HFAP guidelines and standardized forms implemented with go-live date of April 1, 2014. Education provided to physicians in form of one on one, poster education and letter format. Education provided to nursing staff via power point. July 1, 2014 deadline for meaningful use related to medication reconciliation and format implemented mimicked electronic version. May 2014 LEAN process mapped out medication reconciliation process challenges and process map provided to VP of Patient Services for recommendations on further action items.

Community Outreach

Medical Science

Newton Medical Center believes in Newton students potential and offers support to their growth. The hospital is partnered with Newton High School and Hutchinson Community College to develop a medical careers course for NHS Students. This past year the program expanded from a one year program to a three year program. The first year students attend Medical Science 1 at the hospital. This class includes presentations by NMC Healthcare providers about their careers and the required education. The second year the students attend Human Body Systems. The third year students attend Medical Science 3. Medical Science Three includes training toward Certified Nurse's Aide (Assistant) certification with the option to test and shadowing opportunities at the hospital.



NMC Pharmacist, Allen Graber, presents to Medical Science 1 students about the pharmaceutical profession.

Quality Improvement Process

Quality Council

This past year the Quality Council was created to help direct Process Improvements. The team is responsible for understanding, presenting and discussing issues within the hospital. The team is charged with considering the big picture for needed improvement. Lean teams for hospital-wide process improvements are coordinated and assigned by the council. The council received training in Lean principles and the Process Communication Model.



Quality Council: [Left to Right] Robetta Trapp, Director of Diagnostics; Kelley Newsom, Infection Control; Marianne Effa, Quality Specialist; Kesa Easter, Quality Specialist; Cindy Knoepfel, Director of Service Line; Malea Hartvickson, Director of Quality Management; Melanie Hanna, Director of Patient Financial Services; Jessica Lettau, Director of Maternal Child; Pam Kvas, Director of Emergency Department
Not Pictured: Karla Stauffer, Director of Patient Services; Mike Cottle, Director of IT; Tom Wells, Director of Imaging

Lean Implementation

The hospital began implementing lean this year. Lean is a structured way of continuously exposing and solving problems to eliminate waste in systems that deliver value to patients. This system offers guidance to improve efficiencies for patients and employees. The key principles of lean:

- Specify value in the eyes of the customer
- Identify the Value Stream for each product
- Make Value flow without interruptions
- Let customers pull Value
- Pursue perfection

Outcome Improvements



Surgical Site Infections

By Kelley Newsom, Coordinator of Infectious Disease

The mission of Newton Medical Center's Infection Control Program is to reduce the risk of health care associated infections (HAI) for all patients, employees, volunteers, visitors and any other who enter the facility. Another way of monitoring for infections is to watch and monitor for infections that occur following surgeries. While all surgeries are monitored, currently, to receive payments from Medicare and Medicare, we are required to report infections that occur in Abdominal Hysterectomy surgeries and Colon Resection surgeries.

NMC is able to compare to a national benchmark as reporting is done through the National Healthcare Safety Network (NHSN), housed at the Centers for Disease Control and Prevention (CDC). The NHSN benchmark for SSI is 1, and is called the Standardized Infection Ratio, or SIR. Basically, if NMC's numbers fall below 1, we are able to state we're performing better than the national average. If numbers fall above 1, we are performing worse than the national average, so would begin looking at processes to see if breakdowns in processes occurred, or if any other events occurred that may have potentially led to infection.

Since January, 2013 the occurrence of all surgical site infections has been on a downward trend possibly attributable to increased sterile technique audits started in the operating room, better tracking methods of infections, or changes in room cleaning agents. In the past year, NMC has incorporated the use of the Ultra Violet (UV) light into the room turnover process as well as weekly in the preoperative and recovery room areas. This past summer was designated as "Back to Basics" for sterile technique with an emphasis on attire, traffic control, hand washing and monitoring the sterile field.

A++Staff at
Newton Surgery
Center were top
notch as well as
Dr. Pigg! Great
caretakers! NSC

Hand washing

By Kelley Newsom, Coordinator of Infectious Disease

The mission of Newton Medical Center's Infection Control Program is to reduce the risk of health care associated infections (HAI) for all patients, employees, volunteers, visitors and any other who enter the facility. This is done primarily by two methods: monitoring for organisms and infections that have developed since arriving at the hospital, and putting into place, supporting and sustaining activities that prevent health-care acquired infections and organism transmission or spread.

Hand hygiene has been reported as the number one way to prevent infections from spreading. At any one time, everyone has millions of organisms living on their hands, and you become accustomed to those on ***your*** hands. But the person next to you has *different* organisms on their hands – you aren't accustomed to their organisms and they aren't accustomed to your organisms. Everything that you touch with your hands leaves a few of your organisms behind – doorknobs, utensils, cabinet handles, light switches, elevator buttons, etc.

In the hospital, sick people often don't have the immune system capable of fighting off organisms that might be everyday things for you and me. This is why hand hygiene in the hospital is extremely important. We monitor a certain percent of hand hygiene and appropriate glove use in patient care staff every month. It has been reported that hand hygiene compliance rates in health-care workers throughout the United States is between 30% -50%. We are happy to report that at Newton Medical Center our hand hygiene compliance has improved 26% since July, 2013!

You, our patron, can help us improve more! Should you have a procedure, be a patient, a visitor, whatever, in our facility and see a health-care provider, nurse, nurse aide, tech NOT perform hand hygiene before providing service to you, a family member, a friend - Speak UP! It is as easy as saying "Excuse me, would you mind washing your hands again? I didn't see you do hand hygiene before you came into my room". We are here to ensure you, our patrons and patients have the best outcomes we can.



NMC Employee's Relationship with a Patient

By Brenda Ulbrich, NMC Speech Therapist

When I began working as a Speech Language Pathologist at Newton Medical Center one of my first out patients was a six year old boy named Ethan Cole. He was deaf as a result of meningitis. A cochlear implant was placed when Ethan was 16 months old. He was one of the youngest children implanted at that time. A cochlear implant is a complex electronic device that provides a sense of sound to those who are deaf. The external part of the implant consists of a microphone to pick up sound, a speech processor that selects and arranges sound and a transmitter. The surgically implanted parts of the device are a receiver/stimulator that converts the sound into electrical impulses and an electrode array that collects the impulses and sends them to different regions of the auditory nerve.

Ethan and I worked together twice a week through the school and summers for ten years. The focus of our speech therapy was auditory comprehension and speech intelligibility. We moved from recognizing environmental sounds and simple words to conversational speech in small groups. Ethan presented a talk to the Newton Medical Center Board of Directors. He was fearless and eager to help people understand him. The joy of working with Ethan was watching him overcome communication obstacles, do well in school and develop into an independent and responsible young man. When he was in grade school I used to joke with his mother about Ethan driving himself to Speech Therapy in his own car. Then this happened on his 16th birthday.

When Ethan was a sophomore in high school he volunteered to help with Newton Medical Center's summer speech program. Speech Camp was designed to help children between the ages of 3 and 6 that have speech and language problems. Our session included Noah, a three year old boy who had recently been diagnosed with hearing problems and fitted with bilateral hearing aids. Ethan immediately volunteered to be a mentor for Noah. On the first day Noah was shy but brightened up when he saw Ethan's processor. Noah pointed to his hearing aids and then to Ethan's processor. They were in the same league! Ethan helped Noah learn to sign letters, colors and animal names. Ethan encouraged Noah to speak and follow group activities. One morning Noah walked into speech and stopped, turned back to his mom and signed that his hearing aid battery was dead. We were all delighted because it was the first time he recognized that his hearing aids were not working. Ethan was very proud when Noah began imitating sounds in group and following directions. They made a good team.

During the school year Ethan visited Noah, accompanied him to activities with the hearing program and kept up their relationship. In this year's speech program Ethan mentored Noah again. Now Noah listened to the stories and participated in the group with less help. Ethan was proud of Noah's improvement. It was wonderful to watch them working, learning and having fun. When Ethan and I talked about his senior year in high school and his plans for college I suggested that he consider the audiology field. Ethan has personal insight into hearing issues, an interest in technology and a heart for people.

This has been a great experience with tremendous workers that I now consider friends. Wound Care