

Pennsylvania Office of Rural Health
Critical Access Hospital (CAH)
Quality Improvement (QI) Conference Call Meeting Minutes

March 20, 2018

I. Call to order

Lannette Johnston called to order the first conference call of the CAH Quality Improvement Directors at 2PM on March 20th, 2018.

II. Roll call

Lannette conducted a roll call. The following persons were present:

1. Lannette Johnston-Pennsylvania Office of Rural Health
2. Joe Adnarto -Barnes Kasson Hospital
3. Beth Keth- Penn Highlands Brookville
4. Ronda Chilson-Penn Highlands Elk
5. Toni Smith- Geisinger Jersey Shore
6. Darlene Yoder-Meyersdale Medical Center
7. Denise-Meyersdale Medical Center

III. Discussion Topics

We had brief introductions with each hospital indicating what quality improvement initiatives they are working on. They include:

- **MBQIP, HCAHPS, and EDTC Reporting Guidelines**
- **Medical Record Reviews**
- **Unintended weight loss with patients**
- **Food temperature**
- **Diagnostic errors**

- **Quietness in the hospital**
- **EKG time**
- **Improved outpatient scheduling**
- **Improved ED throughput**
- **Improvement on lab reports**
- **Protocols for standing orders**
- **Patient education**
- **Aspirin on arrival**
- **Pressure ulcers**
- **Bedside shift reports**
- **Event debriefing**
- **Educational folders for patients**
- **Leadership rounding with patients**
- **FLEX Update**
 - Lannette discussed the upcoming FLEX grant and requested annual QI activities updates from the Critical Access Hospitals.
 - We will be updating the work plan for next year. If anyone has any suggested quality improvement activities to be added, please notify Lannette.
 - Lannette will be sending out the influenza data collection form for CAHs to complete and submit.
- **Successful Interventions for Quality**

All the CAHs continue to have a robust quality improvement team that strives to enhance patient safety and care through ongoing measurements of the MBQIP guidelines. They meet on a weekly basis developing innovative ways to maximize optimal patient outcomes

- Barnes Kasson recently implemented programs for unintended weight loss in patients, food temperature, reducing diagnostic errors, and improving patient outcomes with the opioid crisis. In addition, they have implemented a productive model for their Medically Assisted Therapy Clinic (MATC) that runs in collaboration with TREHAB. TREHAB provides the counseling to clients and Barnes Kasson provide the medical care. Together, they work diligently with each and every patient in the program.
- Brookville Hospital is working on improving discharge planning, composite Q-9 *quietness of hospital environment*, they have demonstrated improvement on their EKG times through educating nurses to perform EKGs and respiratory treatments while the respiratory team is caring for another patient, improved their ED throughput, and lab reports.
- Penn Highlands Elk has implemented bed side shift report, SBAR, nurse communication, HCAHPS mandatory trainings to all employees (including physicians), discharge follow up calls, reducing C-diff rates through nursing and physician education resulting in zero C-diff for 6 months, transitioned We just transitioned to the Cerner platform and infection control tracking tools have improved.
- Geisinger Jersey Shore discussed how their hospital is smoothly transitioning into the new Geisinger system. Quality initiatives include: improvement on EKG time and Aspirin on arrival. They have recently developed educational folders that are provided to each and every patient, initiated weekly leadership rounding with patients, protocols for standing orders, and improvement on patient education.
- Meyersdale Medical Center's Quality improvement initiatives include: ED throughput, implementing bedside shift report, event debriefing, education on pressure ulcers, and improvement of MBQIP and EDTC initiatives.

➤ **Questions and Answers**

- Developing a mentoring program for CAHs to improve on all MBQIP initiatives
- University of Minnesota Swing Bed Pilot Program
- The Hospital and Healthsystem Association of Pennsylvania (HAP/HIIN) antibiotic stewardship and sepsis prevention programs
- Discharge patient follow up calls
- Health Promotion Counsel (HPC) collaboration

➤ **Site Visits**

- If you have not scheduled your site visit with Lannette please do so as soon as possible.

IV. Adjournment

Lannette Johnston adjourned the meeting at 2:45 PM.

Minutes submitted by: Lannette Johnston

Minutes approved by: Larry Baronner