



# QUALITY & SAFETY

## ANNUAL REPORT FY 2022

# FROM THE CEO



NMC Health exists to serve our community. First and foremost, that means providing you and your family members with excellent care. We understand the trust you place in us to protect and defend you when you are under our watchful care.

Trust is not something that just happens. Trust is earned through reliable, honest service and truth-telling about our results.

This report is just one way we can provide you with information about our excellent quality of care.

We report various metrics, that is, measures of processes and outcomes that many other hospitals use. You can then compare our performance to that of other U.S. hospitals.

We perform well in our mid-size class and by comparison to all hospitals across the country. This year we were once again named a “Top 100 Community and Rural Hospital” in the U.S. We also received recognition as a CMS 5-Star Hospital. These are both unsolicited, nationally-recognized awards and we are proud to have received them, among others.

I hope you enjoy reading about our quality program. Please be assured that we expect your hospital to be among the best anywhere.

Thank you for allowing us to serve you. If you have questions about the material, please feel free to contact us at your convenience.

Sincerely,

A handwritten signature in black ink that reads "Vallerie L. Gleason". The script is elegant and cursive, with the first letters of the first and last names being capitalized and prominent.

Vallerie L. Gleason  
President & CEO

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# Glossary

Abbreviation	Definition
ACHC	Accreditation Commission for Health Care
AHA	American Hospital Association
AHE	Association for the Healthcare Environment
AIDET	Acknowledge, Introduce, Duration, Explanation, Thank You
APRN	Advanced Practice Registered Nurse
BCBS	Blue Cross Blue Shield
BERT	Behavioral Emergency Response Team
CAHPS	Consumer Assessment of Healthcare Providers & Systems
CAUTI	Catheter-Associated Urinary Tract Infection
CDC	Center for Disease Control & Prevention
CDI	Clostridium Difficile Infection (C. diff)
CHIP	Community Health Implementation Plan
CLABSI	Central Line-Associated Blood Stream Infection
CMS	Centers for Medicare & Medicaid Services
COVID-19	Coronavirus Disease 2019
EMS	Emergency Medical Services
EVS	Environmental Services
FY	Fiscal Year
HAI	Healthcare-Associated Infection
HCAHPS	Hospital Consumer Assessment of Healthcare Providers & Systems
HFAP	Hospital Facilities Accreditation Program
HVAC	Heating Ventilation & Air Conditioning
IRU	Inpatient Rehabilitation Unit
KAHCC	Kansas Association of Health Care Communicators
KDHE	Kansas Department of Health & Environment
MRI	Magnetic Resonance Imaging
MRSA	Methicillin-Resistant Staphylococcus Aureus
NLC	Nursing Leadership Council
NQF	National Quality Forum
NPSG	National Patient Safety Goal
OSHA	Occupational Safety & Health Administration
OR	Operating Room
PFAC	Patient & Family Advisory Council
PFE	Patient & Family Engagement
QAPI	Quality Assessment & Performance Improvement
SIR	Standardized Infection Ratio
SSI	Surgical Site Infection
TEAM	Techniques for Effective Aggression Management
STEPPS	Strategies & Tools to Enhance Performance & Patient Safety
TJC	The Joint Commission
VAE	Ventilator-Associated Events
WHO	World Health Organization





# WHO WE ARE

NMC Health Medical Center is a 99-bed, not-for-profit facility dedicated to providing health care services to residents of Harvey and surrounding counties. Formed in 1988, NMC Health has evolved from an established tradition of excellence.

More than a 100 years ago, Dr. John T. and Lucena Axtell founded Newton's first hospital, Axtell Hospital. For four decades, the Axtell's served Newton until they passed on the hospital to the Kansas Christian Missionary Society. At that time, the name was changed to Axtell Christian Hospital, a Christian Church / Disciples of Christ organization.

In the early 1900s, Reverend David Goerz and Sister Frieda Kaufman founded Bethel Deaconess Hospital as a mission of the Mennonite Church. Deaconesses remained a part of the hospital's operations until 1983. On Jan. 1, 1988, the two healthcare groups merged to become Newton Medical Center.

In 2021, Newton Medical Center rebranded to better express its commitment to serving our community. NMC Health now includes family medicine, immediate care, specialty and critical care facilities in Harvey and Sedgwick County.

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

**Vision:** To improve health.

**Values:** Respect. Excellence. Service. Trust. Transparency.

# FY 2022 - AWARDS AND ACCREDITATIONS

NMC Health received several distinct quality awards from outside entities this fiscal year.

## **CARF Three-Year Accreditation - Inpatient Rehabilitation Unit**

CARF International, formerly the Commission on Accreditation of Rehabilitation Facilities (CARF), an independent, non-profit accrediting body, awarded NMC Health a Three-Year Accreditation for the organization's Inpatient Rehabilitation Unit (IRU). This represents the highest level of accreditation that can be given to an organization and shows NMC Health's substantial conformance to the CARF standards.

## **UHMS Accreditation - Wound Healing & Hyperbaric Center**

NMC Health's Wound Healing and Hyperbaric Center received accreditation from the Undersea and Hyperbaric Medical Society (UHMS). As the only wound center in the region and one of only two in the state of Kansas to receive this honor, UHMS includes our facility has met or exceeded the highest standards of care and patient safety, rigorous evaluation of our operations, including equipment, staff and training to ensure that the utmost quality is maintained within the specialty of undersea and hyperbaric medicine.

## **CMS 5-Star Rating**

for the fourth consecutive year, CMS has ranked NMC Health as a 5-star hospital. The hospital rating includes measurements on Hospital Compare that reflect common issues hospitals treat. On a 5 star scale, the rating shows how well each hospital performed, on average, compared to others in the U.S. The most common hospital rating is 3 stars. NMC Health is one of two in the South-Central Kansas region and one of six in the state to receive a 5-star overall rating in 2022.

## **The Chartis Center for Rural Health 2022 Top 100 Rural & Community Hospital**

For the fifth straight year, NMC Health has been designated a Top 100 Rural & Community Hospital in the U.S. by the Chartis Center for Rural Health. This recognition program honors outstanding performance among the nation's rural hospitals based on the results of the Chartis Rural Hospital Performance INDEX™. NMC Health is the first hospital in the state of Kansas to receive this distinction five years in a row.

## **Blue Distinction Center+ for Maternity Care - Family Birthing Center**

NMC Health's Family Birthing Center has received this elite distinction for the past six years. Great patient safety and many other factors are required to receive this award. Blue Distinction+ facilities take it a step further. These hospitals reach higher standards for efficiently giving this increased level of care to improve patient experience and outcomes.





## **2021 Kansas Hospital Association (KHA) Healthcare Worker of the Year - Judy Herder**

KHA's Health Care Worker of the Year Award highlights hospital employees who have made a significant contribution to the betterment of their hospital. NMC Health's Judy Herder was nominated for this award because of her hands-on mentorship and confident leadership within environmental services. Judy always looks out for others and her colleagues have benefitted from her thoughtfulness for nearly 30 years.

## **2022 Wichita Business Journal Healthcare Heroes - Emily Newhouse**

NMC Health's Associate Chief Nursing Officer, Emily Newhouse, was named a 2022 Health Care Hero by the Wichita Business Journal. Honorees for this award were chosen from a list of nominations provided by leadership at the organization of the recipient. Earning this recognition demonstrates Emily's enormous skills and abilities in her role as Associate Chief Nursing Officer at NMC Health.

## **Becker's Hospital Review - 83 Community Hospital CEOs to Know - Val Gleason**

Becker's Hospital Review announced their list of 83 Community Hospital CEOs to Know in 2022 to recognize the achievements of community hospital leaders as they navigate an ever-challenging environment to provide exceptional care for the communities they serve. As a member of this list, Val Gleason is recognized as a respected leader not only in our medical center, clinics and communities, but also among her colleagues.

## **Becker's Hospital Review - 50 Top Community Hospital CFOs to Know - Todd Kasitz**

Becker's Hospital Review announced their list of 50 Community Hospital CFOs to Know in 2022 to recognize the financial leaders in community hospitals who are making a big difference in their healthcare facilities and the communities they serve. Todd Kasitz's inclusion in this list showcases his ability as a leader at NMC Health and in his field.

## **KAHCC Emerald Awards - Winner of 4 Categories**

NMC Health earned top marks at the annual Emerald Awards, bringing home awards in four categories for our Spine Surgery Education project, exterior paint update, "Your Health. Our Focus" rebrand campaign, and our Choose Wisely community COVID-19 campaign.

## **KAHCC Emerald Awards - Best in Show**

At the KAHCC Emerald Awards, NMC Health's exterior paint project also earned the Best in Show award for its small budget and big results. Judges considered the use of internal talent to design a colorful exterior paint scheme a "mind-blowingly efficient use of resources" that resulted in "huge change" and "amazing outcomes."



Emerald Awards



Judy Herder



Emily Newhouse

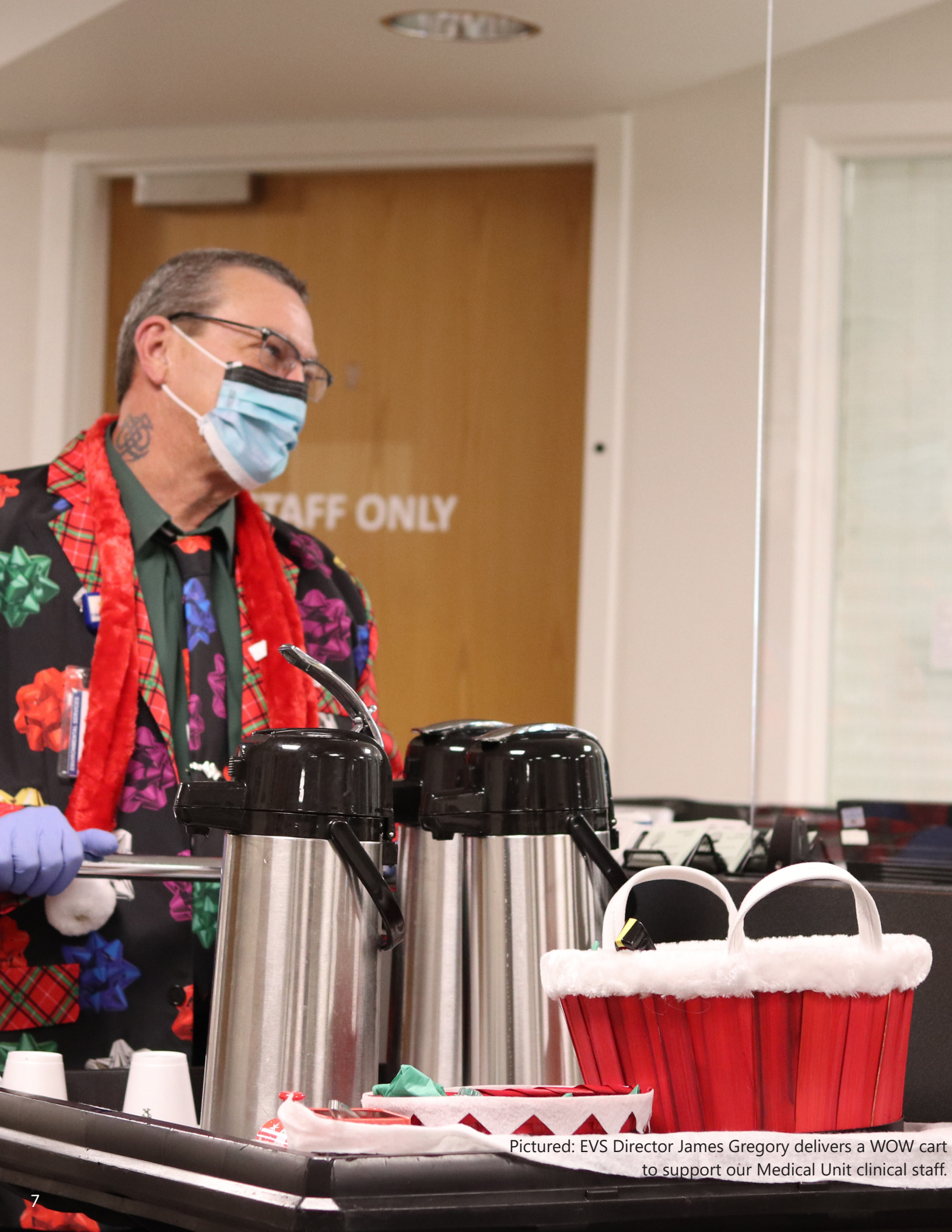


Val Gleason



Todd Kasitz





Pictured: EVS Director James Gregory delivers a WOW cart to support our Medical Unit clinical staff.



As a quality-focused organization dedicated to providing safe care for patients through a staff-led and board-approved approach, this annual report details NMC Health's focus on quality and process improvements for FY 2022.

The Accreditation Commission for Health Care (ACHC) partners with NMC Health, as part of a Centers for Medicare and Medicaid Services (CMS) requirement. ACHC visits and reviews the processes and policies of the hospital and ensures patients, guests, staff, and the hospital are being safely cared for. The clinical teams remain in an ever-ready state, ensuring preparation for the triennial survey expected in the latter part of FY 2022.

Each quarter, NMC Health submits data to Centers for Medicare and Medicaid Services (CMS) for known conditions. This data includes key indicators for how well the patient was treated by the NMC Health staff. The Clinical Quality Indicators below, used by the National Quality Forum (NQF) and CMS, promote best practices within the clinic setting to help prevent and reduce harm. The CMS data range for these responses is July 1, 2020-March 31, 2021. Below, we have outlined the key indicators for patient treatment. These include sepsis treatment, follow-up screenings for colonoscopies and rate of patient returns to our care after being dismissed, all of which NMC Health has returned better results than both state and national averages. Emergency Department treatment times and rate of complications for hip and knee surgeries are included, which are performing better than state and national levels.

## NMC Health Performance

Clinical Quality Indicators	NMC Health	Kansas Average	National Average
Patients who received appropriate care for sepsis and/or septic shock <i>(Higher percentages are better)</i>	64%	58%	57%
Percentage of patients receiving appropriate recommendation for follow-up screening colonoscopy <i>(Higher percentages are better)</i>	96%	89%	90%
Percentage of patients who left the emergency department before being seen <i>(Lower percentages are better)</i>	1%	2%	2%
Rate of complications for hip/knee replacement patients <i>(Lower percentages are better)</i>	2.1%	Not Reported	2.4%
Overall rate of readmission after discharge from hospital <i>(Lower percentages are better)</i>	14.5%	Not Reported	15.5%

Source: CMS

## Ventilator Patient Safety

Nursing and respiratory therapy teams are consistently working to improve the care of intubated, ventilated patients. These patients are extremely vulnerable to several healthcare associated conditions and it takes vigilant assessment, care and evaluation to prevent these conditions. With the surge in patients with COVID-19 diagnosis and acute illnesses over the past two fiscal years, there was a dramatic rise in the number of ventilator days compared to years prior.

Fiscal Year	2019	2020	2021	2022
Ventilator Days	61	32	207	398

NMC Health has implemented the ABCDEF care bundle for intubated patients (Marra, 2017). This bundle is an evidenced-based tool to prevent the most common complications for these patients.

The bundle includes:

- Assessing, preventing and managing the patient's pain;
- Both spontaneous awakening trials and spontaneous breathing trials to assess the patient's ability to be extubated as soon as possible;
- Choosing the right pain and sedation medications;
- Assessing, preventing and managing ICU Delirium;
- Early mobility and exercise
- Family engagement and empowerment

By following evidence-based protocol, NMC Health can prevent further complications and improve our patient outcomes.

## CHEST Certification for Environmental Services

The Environmental Services (EVS) department plays a significant role in patient safety and satisfaction and has taken steps to provide the safest environment possible with the implementation of the CHEST (Certified Healthcare Environmental Services Technician) program. The CHEST program is a nationally recognized certification offered by (AHE) in affiliation with The American Hospital

Association (AHA). The CHEST program is comprised of twenty-four hours of intense classroom and hands-on training, followed by a proctored national exam.



NMC Health is the only hospital in the state of Kansas that is actively engaged in training and certifying all of our EVS Technicians to provide a safer environment for our patients and community. Our technicians are trained on-site by NMC Health's certified trainer (one of only three in the state) and they are trained on infection prevention, cleaning and disinfection, communication, safety, waste handling, linen handling and floor care.



Our EVS department is dedicated to protecting and defending the community and continues to research new and innovative practices to ensure that we provide the best and safest care possible to those we serve.

## Signage Update

An often-overlooked aspect of patient safety and quality of care is the ability of individuals to physically locate the service they need. Many patients and family members are uncertain about visiting the doctor or hospital long before they enter our doors. Any measure we can take to reduce that uncertainty is beneficial to health outcomes. Unfortunately, on a large campus with multiple buildings, clinics, entrances, and a circuit of hallways, even getting to the right door could be an issue. Over the past eighteen months, NMC Health enhanced exterior and interior signage to assist patients in accessing the care they need. Using everything from large letter identifiers and eye-catching designs to strategic placement and easily understood content, new signs and distinct paint color pattern were implemented to better direct patients and caregivers to their services.



## Medication Safety

Clinical staff is committed to medication safety. This year we upgraded the automated dispensing machines to the latest pharmaceutical technology. This upgrade allows the enhancement of medication availability while increasing security and accuracy of all medications dispensed across the healthcare system, including within the operating suite. It also connects with our electronic health record. In addition, the barcoding of every medication allows for the tracking and accounting of all medications from purchase to administration to the patient. Safety features are built into the software to alert users when there is a potential for an error, prior to its occurrence. This has resulted in a medication administration accuracy rate of 99.999% of the 817,536 doses administered this year.

## Healthcare-Associated Infections (HAI)

Surveillance is conducted on patients admitted to the hospital to identify patients at risk for a healthcare-associated condition. The patients are monitored for infections present on admission, invasive lines that are inserted, surgical sites, bloodstream infections, and ventilator-associated conditions. Patients' past medical histories are reviewed to determine if existing conditions might put the patient at an increased risk for infection. The Infection Control department and nursing leaders continue to implement ways to improve patient outcomes and keep patients safe within these four walls through the actions of the following, but not limited to: Sepsis Committee, Wound & Skin Taskforce, Infection Control Stewardship Team, and active daily surveillance on patients suspected with infection. Data from fiscal year 2022 is benchmarked using a measurement known as Standardized Infection Ratio (SIR) and is as follows:

Healthcare Associated Infection	Q1	Q2	Q3	Q4	FINAL SIR	BENCHMARK SIR
CLABSI	0	0	0	0	<1	<1
CAUTI	0	0	2	0	<1	<1
MRSA-Blood	0	0	0	0	<1	<1
C-DIFF	3	1	0	2	<1	<1
VAE	0	0	0	0	<1	

## **Surgical Site Infections**

Surgical Site Infections (SSI) can occur after a patient has had a surgery. Patients are watched for 30-90 days after surgery for symptoms. The Infection Control Officer works with key stakeholders to ensure we comply with infection control standards and practices that help prevent a negative outcome for patients.

According to the CDC and the World Health Organization (WHO), the national benchmark is an SSI rate of less than 1%. NMC Health has a target of zero and any single SSI prompts actions. In FY 2022, there were a total of 7 SSIs out of 2333 cases. This gives NMC Health an SSI rate of 0.3%, which is below the national benchmark of 1%.

## **Infection Control Stewardship Teams**

"Infection prevention has become a key focus in the realm of patient safety. Infection preventionists typically provide a variety of services to healthcare organizations; however, it's the nurse who provides care at the bedside and has the ability to directly impact infection prevention, resulting in positive patient outcomes. The actions of the nurse and other [caregivers] directly impact patient morbidity and mortality." (Benson, n.d.) Healthcare-Associated Infections are directly related to high mortality rates, therefore we use an aggressive team approach to audit, evaluate, and recommend the safest practices to prevent unnecessary harm to patients.

Focused on a goal of being a zero-harm organization, the Infection Control Department developed a team, with a representative from each nursing unit, to receive additional education on Infection Control. This multidisciplinary team focuses on improving our processes, ensuring patient safety, quality of care, and attaining positive patient outcomes by monitoring the following, but not limited to:

- the practice and promotion of hand hygiene;
- consistent use of aseptic technique;
- cleaning and disinfection practices;
- use of standard precautions;
- patient assessment and additional precautions;
- patient education;
- use of safety devices;
- removal of unnecessary invasive devices;
- use of bundle strategies for infection prevention

Goals of this group:

1. Every patient, every time at NMC Health experience zero harm at NMC Health
2. Prevent Healthcare-Associated Infections
3. Assess policies and procedures related to infection control
4. Perform gap analysis on any adverse events
5. Develop and implement education

## **Hospital Acquired Pressure Injuries (HAPI)**

Across the nation, pressure injury prevention was challenged during the COVID-19 pandemic, despite the great efforts made to incorporate prevention strategies into the critically ill patient's care, considering the patient's severity of illness, complex disease process, and increased length of stay.



Defined by the National Pressure Injury Advisory Panel, "An unavoidable pressure injury occurs when the healthcare provider(s) properly evaluated the patient's clinical condition and pressure injury risk factors; defined and implemented interventions that were consistent with the patient's needs, goals, and recognized standards of practice; monitored and evaluated the outcome of the interventions; and/or revised the approaches as appropriate and a pressure injury developed despite reasonable care (NPIAP, 2020)."

During fiscal year 2021 and 2022, an increased number of pressure injuries were assessed, identified, and treated amongst patients at NMC Health in comparison to years prior.

Nursing leaders, Respiratory Therapy and frontline staff responded promptly with a plan to further prevent pressure injuries and improve patient care, creating additional processes to the already implemented skin and dietary assessments completed upon admission.

- A Wound & Skin Taskforce was created with nursing leadership and frontline staff;
- Earlier consult to Wound Care in the patient's plan of care;
- The taskforce developed assessments and actions for BiPAP mask usage to prevent pressure injuries to the patient's face. During the COVID-19 pandemic, airway assisted devices were used more often for longer periods of time, leading to an increased risk of pressure injuries on the face.
- Nursing managers implemented more frequent skin assessment rounds on nursing units monthly, assisting to identify pressure injury prevention strategies with staff and patients.

NMC Health clinical leaders and staff continue to routinely monitor the policies and processes, resulting in the patient outcomes and quality of care received.

## Generator

A new, higher capacity generator has been added to the emergency electrical system on the main campus of the hospital. The emergency electrical system, composed of a generator and automatic transfer switches, provides electricity to critical areas of the hospital in the event there is a power outage.

The existing generator and transfer switches were installed as part of the hospital's original construction in 1995. With the installation of the new generator and transfer switches, as well as outfitting the old generator as a backup, we now have redundancy in the system and can perform required maintenance and repairs without interruptions in normal operations.



The upgraded generator has more capacity to support potential future growth and the new transfer switches are improved "closed transition" switches. Closed transition switches require the electrical phasing to be in sync before it will transfer from one power source to the other, thus preventing damage to computers, medical equipment and other delicate electronic equipment being utilized across the hospital.







## Patient Satisfaction Surveys

By obtaining feedback on our patients' healthcare experience, the hospital and clinics can improve the culture of quality and safety. We use two external survey firms to help us gather this data.

Outpatient and clinic surveys are administered via QuestionPro. This firm has enhanced the security of our data and protection of privacy for our patients by full compliance with HIPAA regulations. A robust analytic component allows for results to be tailored to the requests of managers who depend on the information for service, satisfaction and quality improvement projects.

Press Ganey (PG) Associates, Inc. in 2022 became the inpatient HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems) survey provider and data collection vendor. Press Ganey has been the industry's recognized leader in improving the patient experience for the last thirty years and offers patient-driven data from over 60% of U.S. hospitals. This has enabled NMC Health to benchmark its results not only with the Centers for Medicare and Medicaid Services (CMS), but also alongside three peer groups: hospitals in AHA Region 6, States KS & MO, and all Press Ganey hospitals, resulting in a powerful picture of NMC Health's performance. The ability for leaders access the PG Fusion site to create customized dashboards, has provided efficient use of the most current data to set, meet, and sustain patient safety and quality of care goals.

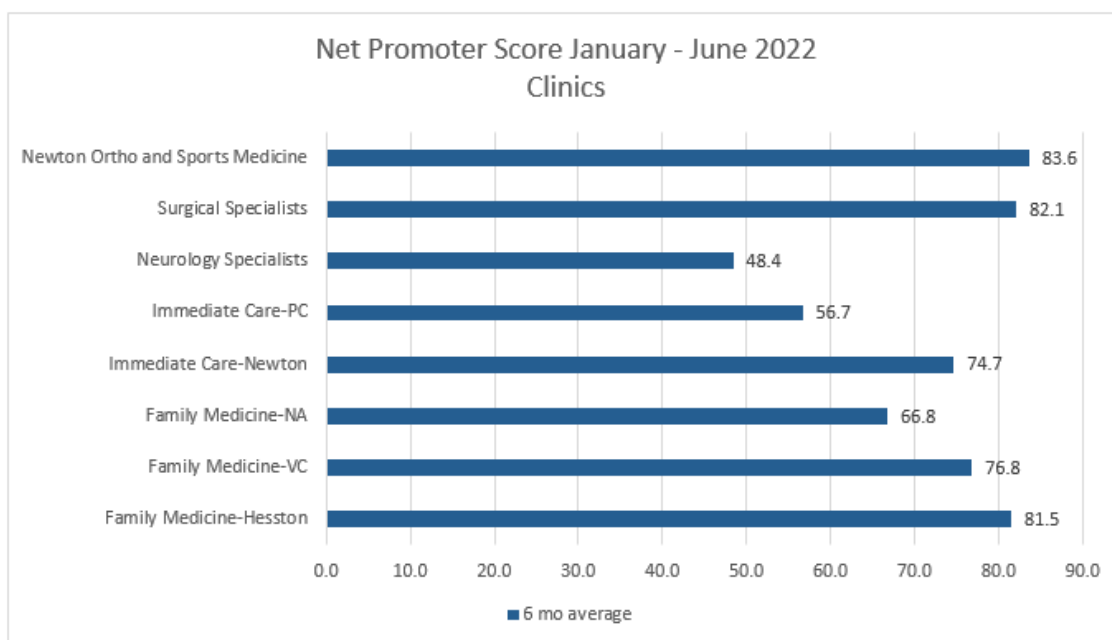
HCAHPS Responses	NMC Health Medical Center	Kansas Average	National Average
Patients who reported 'Yes, they would definitely recommend the hospital.'	75%	76%	71%
Patients who reported, 'Yes, they were given information about what to do during their recovery at home.'	90%	87%	86%
Patients who "Strongly Agree" they understood their care when they left the hospital.	53%	56%	52%
Patients who reported that their doctors "Always" communicated well.	82%	84%	80%
Patients who reported that they "Always" received help as soon as they wanted.	62%	72%	67%

Source: CMS 7/27/2022 | <https://www.medicare.gov/care-compare/>

Pictured: NMC Health employees and family members gather for instructions before the 2022 Heart Walk to raise funds for research and area heart patients.

NMC Health's clinics and outpatient centers of care conduct monthly patient surveys using questions from the Consumer Assessment of Healthcare Providers and Systems (CAHPS) standard surveys. These questions are focused on outpatient care, family practice, urgent care, and specialty care, allowing managers to assess these centers of care for areas to improve. Use of Question Pro as the survey provider has offered the ability to generate net promoter scores. A net promoter score consists of a single question that measures the likelihood of your customers referring your business to others (QuestionPro, 2022).

## FY 2022 NMC Health Clinics



## FY 2022 Outpatient Services





## Patient Comments

"I get the best professional medical care at NMC!" - Emergency Department

"These appointments are always appreciated, as I can depend on the fact that I will get in and out of the appointment quickly and on time. No long waiting." - Breast Imaging

"Always friendly & courteous, makes it easy to want to come here to be treated. I drive from Hutch and it is worth it." - Wound Healing

"Liz was very professional and spoke with us in a manner we can understand instead of just handing us literature." - Diabetes Ed

"Rex spent time answering all my questions!" - Orthopedics and Sports Specialists

"If I could give a score higher than 10, I would. There is simply no better place to have imaging done than at NMC Health, especially when scared or frustrated by health changes and new diagnoses. I will not go anywhere else" - Imaging

"The Clinic is a jewel and Newton is fortunate to have it." - Immediate Care Newton

"Keep up the friendly, efficient, supreme quality of healthcare service! Always a pleasure to have an office visit." - Family Medicine Hesston

"Completely satisfied. Thank you!! Totally appreciated Dr. Kadam's help. He listened and went beyond the radiologist's report to get to the root of my pain!!! Thanks so much, Dr. Kadam!!!!" - Orthopedics and Sports Specialists

"NMC's Physical Therapy is lightyears ahead. Having licensed physical therapists and not just one or two and some aides makes a huge difference." - Physical Therapy & Rehabilitation

## Patient Experience

### Patient & Family Advisory Council

The Patient and Family Advisory Council (PFAC) serves to provide a voice for the patients, family members and caregivers. PFAC assists NMC Health staff to improve the quality of patient care and patient outcomes by:

- Identifying concerns
- Supporting staff and hospital leadership
- Educating staff about the patient and family care perspective

PFAC, led by the Patient and Family Engagement Coordinator, consists of 8 to 10 members. These council members volunteer their time, skills, and ideas to create and enact key projects and programs that impact the patient and family experience. During fiscal year 2022 PFAC assisted with the following NMC Health projects:

- Participation in the Spine Surgery Patient Education guidebook project. The NMC Health Orthopedics, Clinical Education, Case Management and Marketing Teams received an Emerald Award from the Kansas Association of Health Care Communicators for the Spine Surgery Education guidebook, webpage and online video series. PFAC reviewed the Orthopedic Spine Surgery virtual patient education and provided suggestions and feedback for edits on patient education videos watched and the website page navigated.
- Collaborated with EVS on patient engagement and communication that presents during the patient's stay
- Worked with the Diabetes Educator at NMC Health to improve usability of forms for telehealth services
- Assisted with recruitment and the onboarding processes of future PFAC members

## Community Health Implementation Plan (CHIP)

NMC Health is entering the third year of a three-year plan for improving the health of Harvey County Residents. The Healthy Harvey Coalition will embark on a Community Health Needs Assessment beginning in the Fall of 2022 and produce a new three-year plan to begin in FY 2024.

The priorities established for the 2020-2023 Community Health Implementation Plan (CHIP) are as follows:

1. Improve Prevalence and Outcomes of Chronic Disease
2. Increase Mental Health and Behavioral Health Services and Training
3. Increase Economic Stability

Achievements for NMC Health FY 2022 goals are demonstrated by outcomes noted below:

Goal for Year 2 of the 2020-2023 Plan	Goal Attainment	Anticipated Impact
<b>Imaging</b> Expand hours of outpatient service lines to increase access	In July 2021, Imaging opened new extended hours for Imaging studies. From the end of July 2021 to present, these expanded hours appointment times are filled.	This outcome addresses economic stability. Patients can schedule Imaging procedures outside of work hours without compromising their employment status.
<b>Diabetes Education</b> 1. A Diabetes Support Group be provided each month. 2. The goal of NMC Health is to have participants who attend the NMC Health Diabetes Education classes average an A1c of <7.	1. Two Diabetes Education classes occur monthly, one in-person and one virtual. Average attendance for the in-person classes are 4-6/month due to COVID occupancy protocols. 2. The goal of NMC Health is to have participants in the Diabetes Education classes average an A1c of <7. For FY 2022, the average A1c is 6.77%	Improvement of Chronic Disease outcomes. Awareness, education and resource noted for wellness, including behavioral and mental health
<b>Health Screening Awareness</b> Construct Health Screening and Information Campaigns	NMC Health Marketing team has posted on social media, content regarding the following health topics (representative of a long list): <ul style="list-style-type: none"> <li>• COVID awareness and vaccines</li> <li>• Mental health-included in a Walkie Talkie event</li> <li>• Handwashing</li> <li>• Well-Child exams</li> <li>• Smoking Cessation</li> <li>• Colorectal Cancer screening</li> <li>• Breast Cancer screening</li> <li>• Teen Addiction</li> </ul>	Awareness, education and resources noted for wellness, including behavioral and mental health
<b>State Institutional Alternative Site (SIA) with the Kansas Department of Aging and Disability Services (KDADS)</b>	NMC Health received designation as a SIA for patients > 60 years old.	Increase Mental & Behavioral Health Services

## Hand Hygiene

As a key component to reduce healthcare-associated infections, NMC Health holds hand hygiene compliance as a high priority of patient safety. Blue Cross Blue Shield set a quality measure requirement for hand hygiene compliance at 95%.

Department leaders conduct observation audits monthly to monitor employee compliance and offer real-time coaching. Hand hygiene compliance had a positive upward trend to 95.39% this year, meeting both internal and national benchmarks.

## CLEAN HANDS SAVE LIVES

Protect others & yourself

**Hand hygiene is the #1 way to prevent the spread of infections.**

**Take action and practice hand hygiene often.**

- Use soap and water or an alcohol-based hand rub.
- 15 seconds is all it takes!

**Ask those around you to practice hand hygiene.**

- Your doctors and nurses should practice hand hygiene every time they enter your room.

**Hand hygiene should occur:**

- Before eating
- After using the restroom
- After touching surfaces in the hospital room

**For more information:**  
[www.cdc.gov/handhygiene](http://www.cdc.gov/handhygiene)  
or 1-800-CDC-INFO

**Alcohol-rub or wash before and after EVERY contact.**



**NMC health**  
Your Health. Our Focus.



Pictured: A hand hygiene sign designed to communicate the importance of washing your hands.



## Quality Assessment & Performance Improvement (QAPI)

NMC Health has made and works to maintain an effective, constant, system wide, data driven QAPI program. The goals of the QAPI program include:

- Healthcare-Associated Infections
- Never events
- Medication errors
- Patient Safety measures
- Patient Outcomes measures
- Process measures
- Patient Experience of Care measures
- Efficiency measures

## Process Improvement in Home Care

Through a frontline staff survey, Home Care identified opportunities for improvement in several domains of wound care. Home Care works closely with NMC Health's Wound Healing Hyperbaric Center.

Both departments were committed to improving communication in order to better serve patients with wounds. Highlights of the opportunities for improvement included:

1. Education:
  - a. Wound Type and Staging
  - b. Wound Care Products
  - c. Wound Measurements and Terminology
2. Ensuring a clean working environment in the home
3. Improvement in Home Care nurse satisfaction of Wound Healing Center orders

Direct results of the process improvement plan yielded immediate and sustainable improvements in the Home Care setting. Below are highlights of some of the improvements and the ongoing success of wound healing in the home setting.

- Shelly Hardman, APRN and the Wound Healing Center developed two wound care and wound care product videos which were made available to Home Care nursing staff as well as permanently housed on NMC Learn. In addition, the video links are also embedded into the wound care orders for patients shared between the two departments  
Hydrofera Blue: <https://vimeo.com/697452129/b9734e9e01>  
Prisma Skin Tear: <https://vimeo.com/697459126/14d18047c8>
- Home Care began supplying two sizes of disposable under pads in efforts to improve the working environment of wound care in the home.
- Ongoing data collection remains in place to measure success of an expected decrease in rehospitalizations

# LOOKING FORWARD

## TO FY 2023

### **QAPI initiatives for FY 2023**

In an effort to always improve safe patient outcomes, all staff, teams and the governing board have set the following as key QAPI goals for FY 2023:

- Attain Quality awards beyond certifications
- Promote a Culture of Safety through Team Strategies & Tools to Enhance Performance and Patient Safety (STEPPS)
- Engage with Healthy Harvey Coalition to conduct the next Community Health Needs Assessment survey and plan development
- Initiate an organization wide QAPI Stewardship Program
- Increase HCAHPS scores by collaborating with patients and staff for improvement strategies
- Narrow gaps identified in the previous national patient safety grade evaluation
- Take steps through evidence-based practice to achieve benchmarks on all quality measures
- Increase monitoring of high-risk and problem-prone patients for prevention of healthcare-associated infections
- Increase PFE and PFAC opportunities throughout of NMC Health



# REFERENCE LIST

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Pictured: NMC Health clinical staff receive Advanced Cardiovascular Life Support (ACLS) training.



Advanced Cardiovascular

High-Performance Teams  
High-Performance Teams  
Optional Videos

Winchuk  
Type II notes II

Old  
Harry  
1994

stryker

LUCAS 3



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**APPROVED BY THE NMC HEALTH BOARD OF DIRECTORS**

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