



# QUALITY & SAFETY

## ANNUAL REPORT FY 2023

# FROM THE CEO



We are pleased to share the NMC Health Fiscal Year 2023 Quality and Safety Annual Report with you.

NMC Health is proud to serve you, the community, and we know you trust us to provide you with excellent care. You also expect us to protect and defend you.

Trust is a crucial component in any kind of relationship. It's the foundation on which relationships are built and maintained. It's earned by demonstrating integrity, honesty, and reliability. Your trust is so valuable to us. Therefore, we are sharing this report with you about our quality of care.

In this report, you will see data that shows our care outcomes and how we actually performed compared to other U.S. hospitals. I'm so proud of our NMC Health staff and the excellent work they do. We continue to perform well in our mid-size class. This year, we once again received several noteworthy recognitions, including a "Top 100 Community and Rural Hospital" in the U.S. for the sixth consecutive year.

I hope you enjoy reading about our quality program. Please know that we will work to continue to be among the best hospitals anywhere you'll find in the country.

Thank you for allowing us to serve you. If you have questions about any information in this report, please feel free to contact us.

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

Pictured front cover: Doug Olson, RN (Employee Health) gives community member and volunteer Gary Denny his flu shot during NMC Health's FREE "Friends & Family" vaccine clinic.

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# 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 100 years ago, Dr. John T. and Lucena Axtell founded Newton's first hospital, Axtell Hospital. For four decades, the Axtells 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.

# NATIONAL QUALITY AND ACCREDITATIONS FY 2023

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

## **Accreditation Commission for Health Care (ACHC)**

NMC Health was given a seal of approval from the Accreditation Commission for Health Care (ACHC). This means ACHC believes in the quality of care we provide. They are also here to help us improve as needed.

## **American Academy of Sleep Medicine (AASM)**

It can be tough to get a good night's sleep, and there are lots of reasons why. NMC Health's Sleep Disorders Center is AASM-accredited. This means other health professionals who specialize in treating patients with sleep issues see our work and applaud us.

## **American Association of Cardiovascular and Pulmonary Rehabilitation (AACVPR)**

A heart problem or breathing issue can be scary, but NMC Health's Cardiopulmonary Rehabilitation Program is here to help people make stronger recoveries. AACVPR is made up of other heart and lung doctors. They look at programs such as ours and make sure we follow all of the standards and guidelines.

## **America's Best Hospitals for Comprehensive Care 25-200 Beds**

Women's Choice Award knows that being treated with the proper level of care impacts your health, well-being and healing. This year, NMC Health was ranked in the top 7% of small hospitals for overall care by Women's Choice Award, earning us a new Best Hospitals award.

## **America's Best Hospitals for Emergency Care**

We've done it again! For the third year in a row, NMC Health is named one of America's Best Hospitals for Emergency Care by the Women's Choice Award. This award means we are in the top 9% of hospitals in the U.S. offering emergency care services.

## **Best of the Best Hospital & Immediate Care**

The results are in! Newton residents voted, and they have named us best hospital and immediate care clinic in Harvey County.

## **Blue Distinction Center+ for Knee and Hip Replacement**

Blue Distinction® Centers+ for Knee and Hip Replacement, an expansion of the national Blue Distinction Specialty Care program, are hospitals recognized by Blue Cross and Blue Shield of Kansas for delivering quality specialty care safely and effectively, based on objective measures developed with input from the medical community. To receive this designation, a hospital must also meet requirements for cost efficiency.

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

NMC Health is the first hospital in Kansas to receive this distinction six years in a row! We are proud to be one of the nation's top rural hospitals based on performance.

## CMS 5-Star Rating

This 5-star rating places NMC Health among the top 15 percent of hospitals across the nation for overall quality. And we've done it four years in a row! The most common hospital rating is 3 stars. We are only one of two hospitals in South Central Kansas, and one of six in the state, to receive this rating in 2022.

## Cribs for Kids Safe Sleep Hospital Certification

NMC Health is a Safe Sleep Gold Certified Hospital. This is the highest level of certification an organization can receive from Cribs for Kids.

## The Joint Commission's Gold Seal of Approval® for Laboratory Services Accreditation

NMC Health's Laboratory has literally received a Gold Seal of Approval! This symbol means we give our patients safe and effective care.

## Kansas Child Passenger Safety Co-Station of the Year

We do all we can to send our tiniest patients home safely. NMC Health is co-station of the year in Kansas. What does this mean? We help new parents learn how to keep children safe when traveling on the road. We teach them how to use the car seat, booster seat, and seat belt correctly.

## Own the Bone 2023 Star Performer - Orthopedics

Own the Bone Star Performer is an award given by the American Orthopaedics Association to institutions that provide the best care for fragile fractures and bone health.

## US News & World Report Hip Fracture High Performer

NMC Health is a leader in hip fracture care, and we've been recognized for it. We have been named High Performer. We excel when it comes to patient outcomes, preventing patients from being admitted again, and patient experience.







Pictured: NMC Health helped fund the Harvey County Sheriff Department's newest K-9 Unit "Max".

NMC Health focuses on offering safe, quality care at all times. We use staff-led and board-approved efforts to make this possible. This report shows some of the ways we did this from July 1, 2022 - June 30, 2023.

The Centers for Medicare and Medicaid Services (CMS) requires NMC Health to safely care for patients, guests, staff and the hospital. We partner with the Accreditation Commission for Health Care (ACHC) to review our policies and practices every three years, ensuring their proper use. CMS and the Kansas Department of Health and Environment (KDHE) have the authority to review these practices at any time. As a result, NMC Health believes in being ever-ready, ensuring that all are safely cared for all day, every day.

One way NMC Health does this is by tracking and reporting Clinical Quality Indicators to CMS each quarter. The indicators used are those set by the National Quality Forum (NQF) and CMS to promote best practices for preventing and reducing harm.

As summarized below, NMC Health performed better than both state and national levels from July 1, 2021-March 31, 2022 for:

- Sepsis treatment
- Colonoscopy follow-up screenings
- Emergency room early departures
- Joint replacement complications
- Readmission rates

## NMC Health Performance (based on data from 7/1/2021-3/31/2022)

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>	63%	55%	58%
Percentage of patients receiving appropriate recommendation for follow-up screening colonoscopy <i>(Higher percentages are better)</i>	95%	90%	91%
Percentage of patients who left the emergency department before being seen <i>(Lower percentages are better)</i>	2%	3%	3%
Rate of complications for hip/knee replacement patients <i>(Lower percentages are better)</i>	2.3%	Not Reported	2.4%
Overall rate of readmission after discharge from hospital <i>(Lower percentages are better)</i>	14.6%	Not Reported	15%

Source: CMS



## TeamSTEPPS Initiative

TeamSTEPPS (Strategies and Tools to Enhance Performance and Patient Safety) at NMC Health is all about making sure patients are safe and get good care. This new program uses tools and outcomes created by the Agency for Healthcare Research and Quality (AHRQ) and the American Hospital Association (AHA). NMC Health's Associate Chief Nursing Officer (ACNO) and Executive Director of Clinical Outcomes (EDCO) took a special training course to learn how to help nursing leaders work together better.

The goal of the program is to help the leaders understand each other and work well as a team. Better processes make it safer for patients. Other hospitals have done similar processes and TeamSTEPPS has become an industry standard for working better together

## Healthcare-Associated Infections (HAIs) and Surgical Site Infections (SSIs)

HAIs are infections that patients can obtain when they are in the hospital. These infections have potential to make people sicker, cause death or longer hospital stays. Common HAIs include infections after:

- Surgery
- Catheter use
- Central line use
- Clostridium difficile (C.diff) exposure
- Ventilator use
- Methicillin-Resistant Staphylococcus Aureus (MRSA) exposure

NMC Health's Infection Control Officer (ICO) functions like a safety detective against HAIs. The ICO monitors for infections and tries to prevent them from happening. Some of the tools used are: patient monitoring, patient isolation, and HAI reporting to state and local agencies.

If a patient has an HAI, the ICO takes quick action. The ICO investigates to see if anything could have been done better. The ICO teaches everyone in the hospital about how to prevent infections, including:

- Limiting use of invasive lines
- Proper use of personal protective equipment (PPE)
- Proper isolation practices
- Effective hand hygiene

The ICO uses staff meetings, case conferences, lectures, hands-on demonstrations, and one-on-one education.

In FY 2023, NMC Health had a small increase in infections after surgery. The ICO and the operating room team created a special program to educate the staff about the important practices they should do to keep patients safe.

## Surgical Site Infection (SSI) Prevention Campaign: Back to Basics

In FY 2023, NMC Health's perioperative department and ICO created a "Back to Basics" program to refresh our hospital staff on the best ways to prevent SSIs. We wanted the program to be fun, use staff from different roles, and help grow leaders.

A variety of key practices were covered during the event. Staff were educated on how to keep areas clean and safe, how to get ready for surgery, how to handle tools properly, and how to make sure everything is done properly. They got to try out these skills themselves, learn online, and see demonstrations.

The program and learning stations included:

- Basic introduction
- Sterile technique
- Operating room turn around
- Abdominal preps
- Instrument handling

All skills focused on different learning styles and making sure patients stay safe. Instructors made sure everything being taught followed policies and best practices.

The best part was that front-line workers were able to direct the education. This program will continue with more learning sessions and new information made available via pop up in-services, posters, skill audits and sign-offs.



## Infection Control Stewardship Program

**"It's the nurse who provides care at the bedside who has the ability to directly impact infection prevention, resulting in positive patient outcomes."<sup>1</sup>**

NMC Health's Infection Control Stewardship Program (ICSP) understands that staff who care for patients face-to-face make all the difference in preventing HAIs. That is why the group is being in FY 2024 to include staff from more areas in the hospital including: imaging, infusion therapy, home care, and nursing.

The ICSP meets regularly. They review charts and data to find ways to improve results. They receive special training and attend educational conferences when available.

The ICSP focuses on:

- Auditing departments for infection control practices
- Identifying education needs
- Creating and launching education plans
- Helping with skills
- Becoming a zero-harm hospital

In FY 2024, the ICSP will also focus on:

- Home Health: improved technique, supplies, and set up in the home
- Do's and Don'ts during patient transport
- Greater staff compliance with infection control measures
- Post-Pandemic back to the basics
- Donning/Doffing PPE, isolation room set-up, isolation signs
- Central Line accountability

<sup>1</sup>Benson, S and Powers, J. Your Role in Infection Prevention. Lippincott Nursing Center. [https://www.nursingcenter.com/Inc/ce\\_articleprint?an=00152258-201105000-00009](https://www.nursingcenter.com/Inc/ce_articleprint?an=00152258-201105000-00009)

## Childbirth Complication Dashboard

Between 2018 and 2020, complications during pregnancy and childbirth rose by about 9% in the United States. Race, ethnicity, and age contribute to this statistic. The data speaks for itself, and our Family Birthing Center team responded to address the rising rates and close the gaps.

At NMC Health, we understand how important it is for pregnant women to stay healthy. We know that pregnancy increases the risk of health issues. That is why we are proud to be a Blue Distinction Center+ for Maternity Care. It is an award given to hospitals that provide top-notch care at an affordable price.

We use tools that give us up-to-date information on any complications seen during births at NMC Health. The information dashboard can be seen as whole, or it can break down by race, ethnicity, age, and zip code. Having this information helps us figure out what is going on in a specific area so we can keep providing top-notch care to our patients.



## Protecting Patients and Staff when Lifting

Knowing how to properly use a lifting aide ensures patient safety and protects staff from injury. Prior to this year, training for using lift devices was given one time, usually during orientation or by a trainer nurse.

NMC Health's Therapy Supervisor and Health Informatics Educator wanted staff to have access to training whenever needed. They created how-to videos and job aides. Topics covered include: lift device names, locations, and weight limits.

The videos are posted on our staff training website.

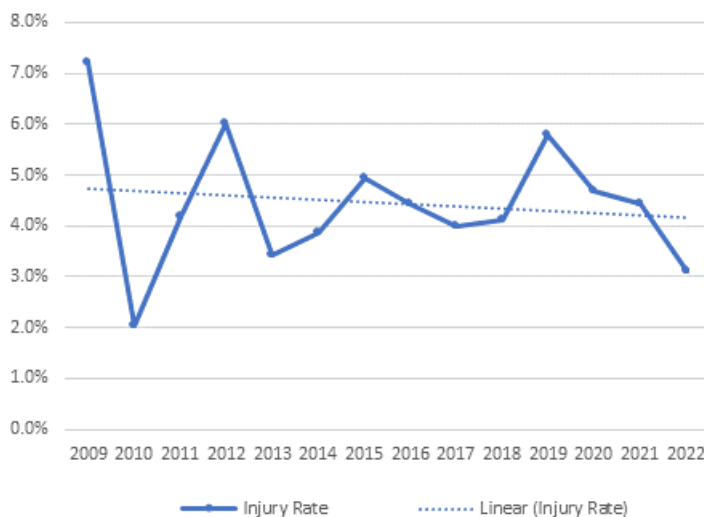
The Employee Health Nurse created a decision tree for how to respond to a patient fall. It helps staff know how to reduce their risk of lift related injuries.

This information has helped staff stay healthy, reduced lifting injuries, and increased the use of the lifts.

### Hoverjack



OSHA Recordable - Injury Rate





## Cardiovascular Lab Upgrade

Having a Cardiac Cath Lab can save lives. NMC Health knew this when we first opened our lab 12 years ago.

Hundreds of lives have been changed as our lab has helped to diagnose and treat heart problems like:

- Blocked blood flow
- Heart pressure issues
- Faulty pumping

This past year, we made a pledge to continue providing high quality care as we upgraded our lab with new state-of-the art equipment.

During the multi-phase upgrade, a mobile lab was set up so services could continue. The first procedure with the new equipment was completed December 20, 2022.

## Blood Analyzer Automations

The NMC Health lab is always looking for ways to improve how we care for patients and improve outcomes. To do this, a new hematology analyzer was purchased. It will work with our existing automated line system.

Hematology testing, or blood testing, is used to help create a whole picture of the patient's overall health. It can also be used to detect several disorders, such as anemia, infection, and leukemia.

Over 70% of medical decisions are made based on lab testing. This includes blood testing. Automating this process allows us to:

- Improve quality
- Increase accuracy
- Standardize testing
- Get answers faster
- Provide excellent patient care
- Improve staff satisfaction



Our lab team has worked hard to learn this new tool, and many have completed key operator training.

## Inter-Agency Transfer Forms

At NMC Health, Case Management wanted to make sure that when someone leaves the hospital and goes to another place for care, they have all the information they need. When complete info is included during a patient's transfer, it lowers their chance of returning to the hospital.

To make this easier, we created an Inter-Agency Transfer Form (IAT) that doctors and nurses can fill out to give to providers like: home health, long-term care, skilled care, or hospice.

The IAT has all the important information about the person's care, like what they can eat, what tests they've had, how to take care of any wounds, if they have any end-of-life requests, and other care notes.

The form helps reduce delays in care. It is on the computer as part of the patient's health record. This makes the IATs easy for the doctors and nurses to complete for an efficient transfer.



Pictured: NMC Health's Cardiovascular Cath Lab Team in the new lab, 2023



Emergency & ICU  
Rooms 107 - 134  
Birthing Center & Lobby

EXIT



Pictured: To ensure ongoing patient safety, NMC Health replaced outdated flooring and wall coverings throughout most of the Medical Center. Strict infection control protocols were practiced during the multi-month removal and install process.



## Flooring & Wall Covering Replacement Project

This year, NMC Health took on a major project to replace older flooring and wall coverings through much of the Medical Center.

The multi-month project was a key step in keeping patients and staff safe from infection. Damaged, worn and stained surfaces can become hard to properly clean and disinfect. To make sure NMC Health could maintain a high standard of infection control, replacement was needed.

Per the Association of Infection Control and Epidemiology (APIC),  
"Deterioration and damage to surfaces and finishes may result in loss of intact, cleanable surfaces, leading to potential environmental reservoirs for a variety of microbes (Potts, A., Wilson, A.C., 2014).<sup>2</sup>"

Led by our Facilities team with help from the ICO, products were chosen to make sure the new surfaces could be easily cleaned and disinfected. Education was also given to our Environmental Services (EVS) team on how to clean the new surfaces to ensure high infection control standards.

## Multi-Factor Authentication

In an era of cyber threats, NMC Health is committed to keeping patient information safe.

To do this, we use strong security on computers and other devices. We further improved our cyber security in FY 2023 by adding multi-factor authentication (MFA).

This means computer users have to prove who they are in more than one way before they can get into the system. This helps stop intruders from getting in and stealing or changing important medical information. It ensures that doctors and nurses have the right information about patients, so they can make good decisions and take care of patients well.

## Drug Diversion Oversight Committee

When someone receives a drug that was not prescribed for them or should be used for a different purpose, it is called drug diversion. It is a safety concern for all.

It is the job of every NMC Health employee to prevent, detect, and report possible drug errors.

The Drug Diversion Oversight Committee (DDOC) began in FY 2023. It monitors for concerns and uses new reporting options with our automated dispensing system to quickly identify issues.

"The investment in analytical software allows the pharmacy team to evaluate real time discrepancies that may require further evaluation." – Allen Graber, Director of Pharmacy

The DDOC looks for ways to make it easier to:

- Find possible errors
- Educate staff
- Improve how we administer drugs

<sup>2</sup>Potts A, Wilson AC, Use of Statistics in Infection Prevention. In: Boston K.M., et al, eds. APIC Text. 2014. Available at <http://text.apic.org/toc/epidemiology-surveillance-performance-and-patient-safety-measures/use-of-statistics-in-infection-prevention>.

## Patient Satisfaction Surveys

At NMC Health, we listen to and learn from our patients. To get their feedback, we use surveys, including:

- Hospital Consumer Assessment of Health Care Providers and Systems (HCAHPS) - see chart below
- Outpatient and Ambulatory Surgery Consumer Assessment of Healthcare Providers and Systems (OAS CAHPS)
- Other outpatient and clinics services surveys

The feedback we receive lets us compare our results with national, state and peer agencies. They provide a powerful glimpse into how well we are doing at serving patients. They also let us see the most current data, so we can set, meet, and improve patient safety and quality of care goals.

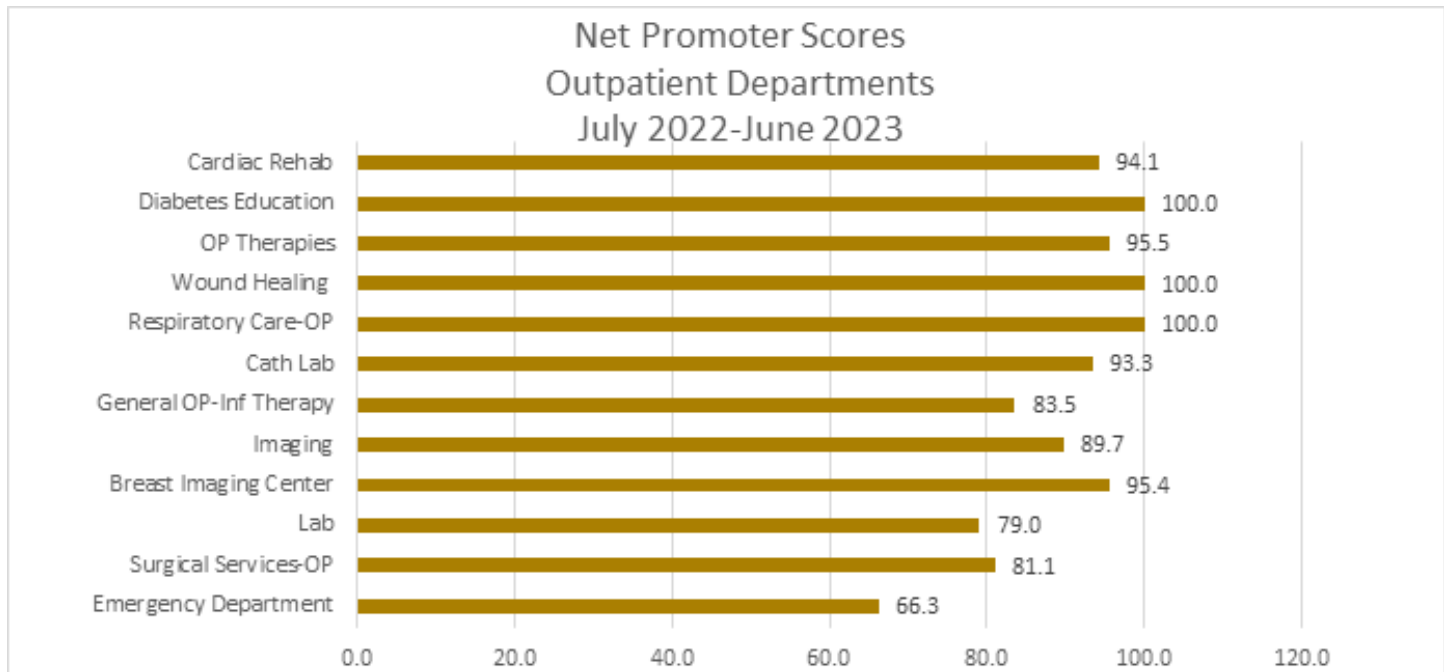
Our clinics and outpatient service centers send patient surveys each month. The questions ask about patient care, and the answers help us know the areas in which to improve.

The graphs on the next page show the net promoter scores (NPS) for outpatient services and our clinics. NPS is a scoring system based on a single question that helps organizations determine how likely customers are to recommend a service to others.

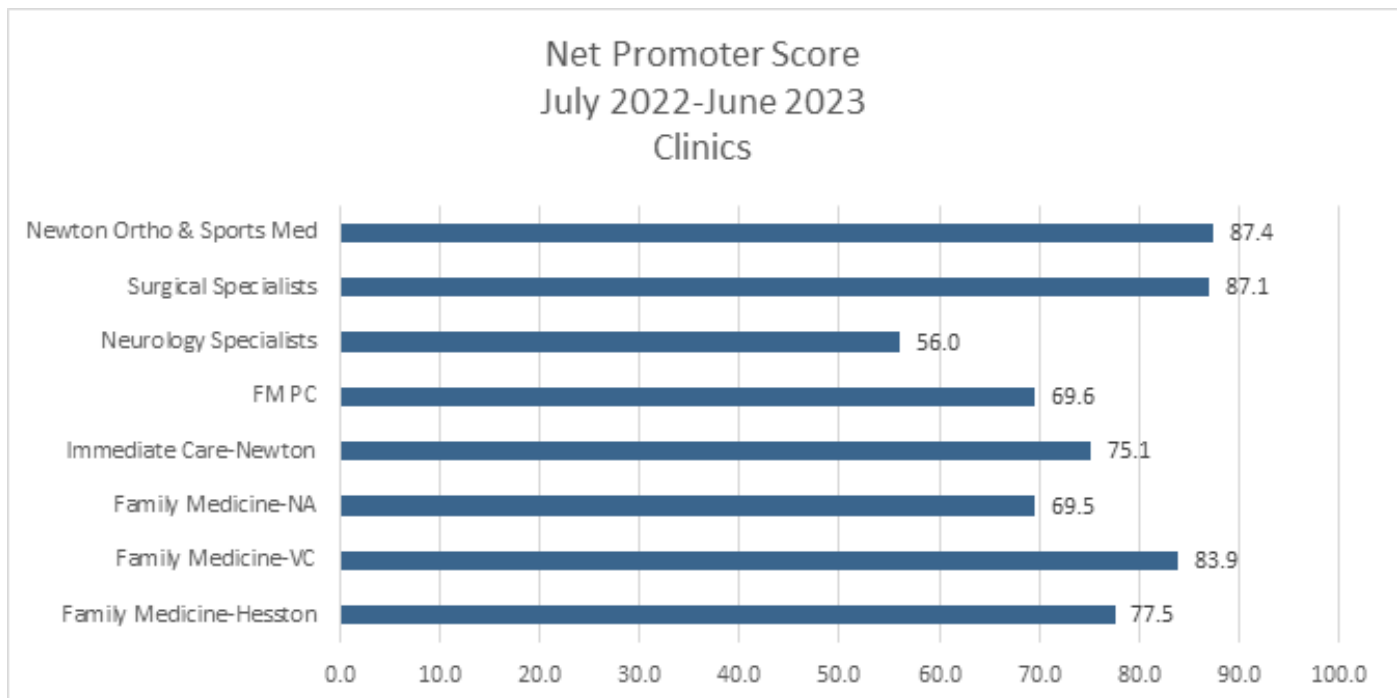
HCAHPS Responses	NMC Health Medical Center	Kansas Average	National Average
Patients who reported 'Yes, they would definitely recommend the hospital.'	73%	75%	69%
Patients who reported, 'Yes, they were given information about what to do during their recovery at home.'	<b>92%</b>	86%	86%
Patients who "Strongly Agree" they understood their care when they left the hospital.	53%	56%	52%
Patients who reported that their doctors "Always" communicated well.	79%	84%	80%
Patients who reported that they "Always" received help as soon as they wanted.	60%	72%	66%

Source: CMS 7/25/2023 | <https://www.medicare.gov/care-compare/>

## FY 2023 Outpatient Services



## FY 2023 NMC Health Clinics





## Patient Experience: Patient & Family Advisory Council

The Patient and Family Advisory Council (PFAC) provides an important voice, representing the patient and family and/or caregivers. This group of volunteers, who have been patients, helps strengthen the bond between patients and their healthcare team. They offer unique insight into projects and programs.

We have a Patient and Family Engagement Steering Committee. It meets four times a year and is made up of department directors and leaders. They listen to and support the PFAC as they search for ways to improve. They help provide the foundation for the best NMC Health patient experience.

New PFAC leadership began in January 2023. The Volunteer Services Director is assisted by the Quality Specialist. The EDCO provides oversight.

Since January 2023, the group has:

- Simplified and updated the Steering Committee and PFAC charters
- Changed how often PFAC meets (every other month)
- Added agenda items for PFAC meetings

New PFAC members are Gary Denny, Jennifer Hamm, Christina Simmonds, and Brocia Mueller.

## Community Health Implementation Plan (CHIP)

NMC Health works with the Harvey County Health Department and other partners to conduct a Community Health Needs Assessment (CHNA) every three years. In the fall of 2022, NMC Health participated in the CHNA. We helped to develop the new Community Health Implementation Plan (CHIP). Based on that information, we built our own three-year plan. Priorities for FY 2024-2026 are:

Community and NMC Health Priorities	
Priority	Specific Area To Be Addressed
PREVENT AND MANAGE CHRONIC DISEASE	<ul style="list-style-type: none"><li>• Diabetes</li><li>• Cancer Screenings</li><li>• Decrease Cardiac Disease</li></ul>
BEHAVIORAL HEALTH	<ul style="list-style-type: none"><li>• Reduce youth substance use and increase positive mental health measures in adolescents in the county</li><li>• Improve mental health</li><li>• Workforce safety (NMC Health additional priority)</li></ul>
BIRTH OUTCOMES	<ul style="list-style-type: none"><li>• Prevent pregnancy complications/maternal deaths</li><li>• Improve women's health before, during, and after pregnancy</li></ul>
FAMILY PLANNING	<ul style="list-style-type: none"><li>• Improve pregnancy planning</li><li>• Prevent unintended pregnancy</li></ul>
SOCIAL AND ECONOMIC GROWTH	<ul style="list-style-type: none"><li>• Housing</li><li>• Child Care</li><li>• Transportation</li><li>• Employment</li><li>• Food Insecurity</li><li>• Poverty</li><li>• Health Literacy (NMC Health additional priority)</li></ul>

## Patient Comments

"Everything was done very professionally and in a caring way." - Breast Imaging Center

"The professionalism of the physician and nurses are excellent. I feel so fortunate to have this quality of service at my disposal." - Wound Care Center

"Very kind and helpful. Answered all of my questions in a way I could understand." - Diabetes Education

"Lab folks are ALWAYS great! Thank you!" - Laboratory

"Your NMC Valley Center staff are GREAT!" - Family Medicine Valley Center

"We've always been happy with our care at NMC ... both in the past ... and the current appointment. We prefer NMC over any other hospital or clinic." - Orthopedics and Sports Specialists

"Keep doin' what you're doin'. I always know I will get friendly, kind service." - Family Medicine Hesston

"Everyone I interacted with was very nice and helpful. My therapist was amazing." - Outpatient Therapies

"This process has moved me from surgery to being ready to work out again." - Cardiac Rehabilitation

"I was apprehensive about this appointment based on experience at a previous facility outside Newton. I was pleasantly surprised by the outcome of my visit and the professionalism of the staff." - Imaging

"Nurses and doctor were courteous and professional despite ER being progressively busier during my stay." - Emergency Department

"NMC was great. Those nurses were the best ever. Thank you for your great service." - Cardiac Cath Lab

"[Surgical experience] was so much better than I had anticipated. Everyone was exceptional." - Ambulatory Surgery

"Thank you for being there when needed." - Immediate Care

"Continue being the awesome caregiver/s and staff as always." - Surgical Specialists

## Quality Assessment & Performance Improvement (QAPI)

NMC Health focuses on improving patient quality and safety through our Quality Assessment and Performance Improvement (QAPI) efforts.

Our QAPI program has been in place for many years. In FY 2023, all departments tied at least one ongoing measure to a risk assessment as outlined by the Institute for Healthcare Improvement's Failure Modes and Effective Analysis (FMEA) model.

Our goal is to reduce any risk of negative outcomes. Things we look at may include:

- Is this an area of high volume?
- Is this an area of high risk?
- What steps are in our processes?
- What could go wrong?
- Why would a failure happen?
- What are the costs of each failure?

## Home Care Quality Improvements

NMC Health's Home Care Quality Assurance and Performance Improvement (QAPI) Committee is made up of health care professionals from different fields. We work together to meet the needs of our patients and meet four times a year.

The committee makes sure the QAPI program shows results. We focus on improved health, patient safety, and quality of care. Our annual risk assessment and goals are set and measured by the Joint Conference Committee (Board of Directors), which acts as the Governing Board.

As Home Care grows, we make sure high risk, high volume, and problem-prone areas remain our focus. We look at 13 different areas of care and measure each area against national standards to find opportunities for improvement. We also share ideas or processes to help drive outcomes with the front-line staff.

Our 5-Star patient satisfaction results show the success of this approach and our commitment to: Every patient. Every visit. Every time.

### QUALITY REPORTS Patient Satisfaction



Measure	CY2017	CY2018	CY2019	CY2020	CY2021	CY2022
Care of Patients	92%	93%	89%	91%	91%	89%
Comm. Between Provider and Patients	85%	91%	89%	87%	91%	90%
Specific Care Needs	88%	92%	90%	90%	90%	92%
Overall Rating of Agency	86%	86%	88%	89%	90%	90%
Recommend Agency	83%	88%	82%	85%	84%	88%
Overall Composite Score	88%	91%	89%	89%	90%	90%

Better than the nation

No different than the nation

Worse than the nation



# LOOKING FORWARD TO FY 2024

## **QAPI initiatives for FY 2024**

The Governing Board has set the following QAPI goals for Fiscal Year 2024.

- Attain Quality awards beyond certifications
- Initiate an organization-wide QAPI Stewardship Program
- Increase the "Communication about Medicines" HCAHPS scores by collaborating with patients and staff for improvement strategies
- Take steps through evidence-based practice to achieve benchmarks on all quality measures
- Implement Hospital Acquired Conditions and SSI Initiatives
- Implement a Compassionate Caregivers program
- Seek opportunities to utilize volunteers for expanding patient family engagement roles
- Improve community outcomes with a nurse representative on the Harvey County Breastfeeding Coalition and the Harvey County Inter-agency Coordinating Council
- Implement the new three-year Community Health Implementation Plan

# Glossary

Abbreviation	Definition
ACHC	Accreditation Commission for Health Care
ACNO	Associate Chief Nursing Officer
AHA	American Hospital Association
APIC	Association Of Infection Control and Epidemiology
BCBS	Blue Cross Blue Shield
CAHPS	Consumer Assessment of Healthcare Providers & Systems
CAUTI	Catheter-Associated Urinary Tract Infection
CDC	Center for Disease Control & Prevention
C.diff	Clostridium Difficile Infection
CHIP	Community Health Implementation Plan
CHNA	Community Health Needs Assessment
CLABSI	Central Line-Associated Blood Stream Infection
CMS	Centers for Medicare & Medicaid Services
DDOC	Drug Diversion Oversight Committee
EDCO	Executive Director of Clinical Outcomes
EMS	Emergency Medical Services
EVS	Environmental Services
FMEA	Failure Modes and Effective Analysis
FY	Fiscal Year
HAI	Healthcare-Associated Infection
HCAHPS	Hospital Consumer Assessment of Healthcare Providers & Systems
IAT	Inter-Agency Transfer
ICO	Infection Control Officer
ICSP	Infection Control Stewardship Program
KAHCC	Kansas Association of Health Care Communicators
KDHE	Kansas Department of Health & Environment
MFA	Multi-Factor Authentication
MRSA	Methicillin-Resistant Staphylococcus Aureus
NPS	Net Promoter Score
NQF	National Quality Forum
NPSG	National Patient Safety Goal
OSHA	Occupational Safety & Health Administration
PFAC	Patient & Family Advisory Council
PFE	Patient & Family Engagement
PPE	Personal Protection Equipment
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

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