Board Quality Report Template

Name: Libby Mee - Director of Human Resources **Department:** Work Comp **Last Quality project reported:** 2019 Annual Work Comp data **Update on last Quality project reported:** 1st Quarter 2020 (1) First Aide injury - 0 days away from work (0) Reportable injuries Still have (1) employee from last year off work	**Current report date to Board Quality:** 05/13/2020 **Last report date to Board Quality:** 01/08/2020

What successes have you seen based on the outcome of previous Quality projects?

Previous education, training and employee awareness have resulted in very low claim numbers.

What issues have come up in your department relating to Quality?

Have identified a need to work with all parties involved in the comp process to update and streamline polices and procedures to ensure accurate and timely reporting.

PLAN: What plan was implemented to address those issues?

Will organize a meeting with a staff representative from Admitting, the Emergency Department, Medical Staff, Billing, Medical Records and Employee Health. Will also involve BETA to be sure all processes and forms are up to date.

DO: How did the implementation of that plan go? In progress
STUDY: What kind of results did the implementation of the plan yield? NA
ACT: What changes were made based on the results of the plan implementation? NA
Is this a LEAN project? Yes ☐ **No** ☒ **If YES, please attach the A3.**

Upcoming Quality Items:	**Quality Related Goals for the Department:**
Update Work Comp policy procedure and process	Continue manager and employee education and support to ensure a safe and healthy work environment.

What Strategic Plan Objective does your project BEST align with? Choose only one.

☐ **Outstanding Facilities:** By 2025, we will open two rural health clinics, update the skilled nursing facility living space at the Fall River campus and have a resolution for aging facilities.

☒ **Outstanding Staff:** By 2025, we will be seen as an employer of choice in the area by providing and maintaining staff growth opportunities, flexible and safe working arrangements, and reducing the use of registry staff.

☐ **Outstanding Patient Services:** By 2025, we will be a four-star long term care facility and meet all Hospital Consumer Assessment of Healthcare Providers (HCAHP) requirements. By 2025, we will be operating two rural health clinics.

☐ **Outstanding Finances:** By 2025, we will have in place and utilize financial tools to actively develop and forecast long term expenditures.

Data/Graphics supporting project outcomes: