Attachment E

Board Quality Report Template

Name: Michelle Peterson RN CWCN

Department: Outpatient Department

Current report date to Board Quality:

03/11/20

Last report date to Board Quality:

05/08/19

Last Quality project reported:

Transportation through different companies ie. MTN, Shasta Cascade, for Partnership patients. Challenges for our patients to get rides on a consistent basis to Outpatient appointments.

Update on last Quality project reported:

Currently tracking patients that don't show due to transportation in several departments.

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

This was reported last time regarding transportation for OPM: In October OPM saw 130 patients. From that sample 18% of those patients received rides from the transportation companies to their OPM appointment.

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

Partnership patients needing home dressings is a challenge because our current DME doesn't cover Partnership patients, TWS. MMHD can't charge dressings unless it is on the date of service per guidelines.

PLAN: What plan was implemented to address those issues?

After going to our last wound conference in September and seeking out new companies we have started using PRISM Home Medical Supply Specialist which so far has proved to be great service to our Partnership patients and all patients. Next day home delivery specialty wound care products are delivered to patients and charged to their insurance.

DO: How did the implementation of that plan go?

OPM started using PRISM Home Medical Supply Company 11/20/19 and have delivered dressings to 18 patients, plus 2 re-orders. Insurance breakdown by patients is 73% Medicare, 18% Partnership, 9% AARP Medicare, and no claims have been denied by insurance at this time. We did give feedback to PRISM that online ordering would be helpful, but they don't have that service at this time. It would help us track and renew orders in a faster timeframe, and be for efficient.

STUDY: What kind of results did the implementation of the plan yield?

Customer satisfaction, convenience and, overall better quality care by utilizing the correct regiment of specialty dressings that the physician has ordered. Supplies delivered to home in a rural area where most of these supplies would not be at a local store. Usually next day delivery.

ACT: What changes were made based on the results of the plan implementation?

It takes time from the nursing staff to fill out the order form, but it worth the time for the supplies being delivered. We are ironing out the details of the process to make it more streamline for us. We have met with the representative twice to streamline the process with PRISM.

Is this a LEAN project? Yes ☐ **No** ☒ **If YES, please attach the A3.**

Upcoming Quality Items:	**Quality Related Goals for the Department:**
Within the year OPM to provide-skin tear education for LTC and provide Vascular Access training for MMHD RN's	EMR ambulatory system for OPM. Better skin and wound documentation system to be installed.

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: