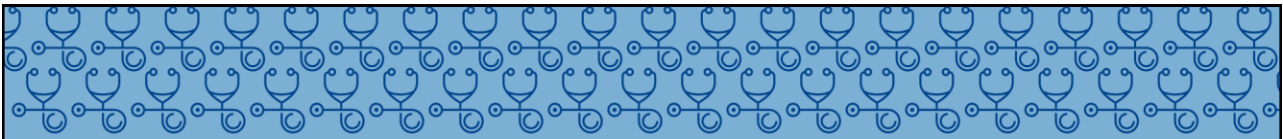




# Best Practices in Kansas Critical Access Hospitals

Quality Corner Call  
November 14, 2024

**HEALTHWORKS**  
KANSAS HOSPITAL ASSOCIATION



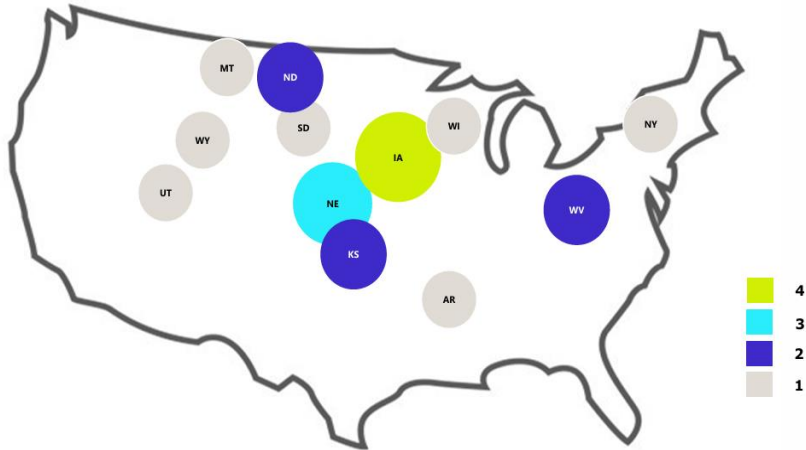
# National Rural Health Association

2024 Top Critical Access Hospitals

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## Twenty Outstanding Performers from 12 States



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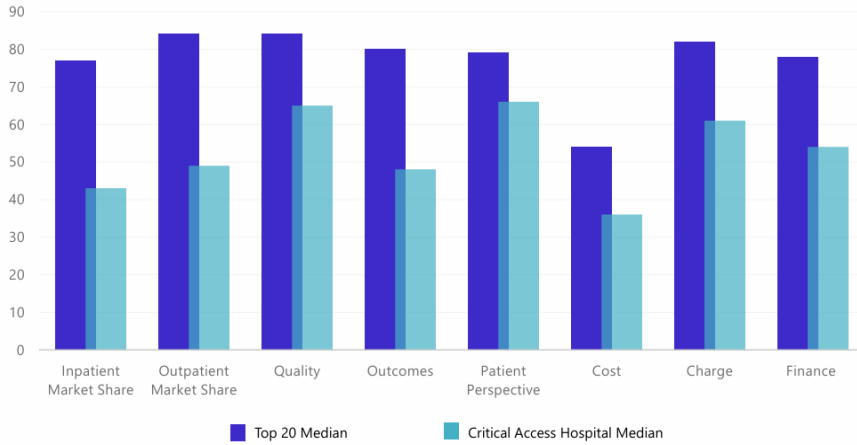
3

## Eight Pillars of Excellence

- ✓ Inpatient Market Share
- ✓ Outpatient Market Share
- ✓ Quality
- ✓ Outcomes
- ✓ Patient Perspective
- ✓ Cost
- ✓ Charge
- ✓ Finance

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## Characteristics of Top 20 Performance



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## 2024 Top Critical Access Hospitals

- Top 20 Critical Access Hospitals
  - Nemaha Valley Community Hospital
  - Rice County District Hospital
  
- Best Practice Recipients – Patient Satisfaction
  - Hodgeman County Health Center
  
- Best Practice Recipients – Quality
  - No Kansas Hospitals

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# Top 20 Critical Access Hospitals

Rice County District Hospital – Lyons  
Nemaha Valley Community Hospital – Seneca

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# Rice County District Hospital

Lyons  
George Stover  
Chief Executive Officer

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## Chartis Rural Hospital Performance Index

Aggregating 36 Rural-Relevant Indicators across 8 pillars of performance

- Inpatient Market Share
- Outpatient Market Share
- Quality
- Outcomes
- Patient Perspectives
- Cost
- Charge
- Finance



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## How Did We Get Here?

**We're still piecing it together ourselves.**

**Yes, really! We don't know what exactly changed.**



## A Shift in Focus

### Comprehensive Wellness Programs:

- **Organized Walks at Lunch** to encourage movement and midday breaks.
- **Healthy Habits Challenges** to motivate positive lifestyle changes through fun, team-oriented goals
- **Incentive Program for Preventative Health** that rewards employees for completing annual screenings and checkups.

### One Example:

### Fully Paid Parental Leave:

- Introduced a 6-week fully paid maternity and paternity leave policy, allowing new parents the necessary time with their families—without using their personal PTO.



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## A Shift in Thinking

**If you always worry about money, you'll always worry about money**

**But...**

**If you focus on Quality, you'll never have to worry about money!!!**

- Prioritizing quality over revenue
- Purchasing high-quality equipment instead of trying to save costs
- We adopted comprehensive quality measures
- Ensuring the best possible environment for both our patients and staff.

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### Results...

**We've experienced recording breaking years in revenue AND patient volume.**



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**Nemaha Valley Community Hospital**  
Seneca  
Tammy Bragdon  
Director of Quality and Infection Prevention

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Kansas  
MEMBERSHIP HILL  
OF TRANSMISSION

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# NEMAHA VALLEY

Community Hospital & Seneca Family Practice



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About NVCH: We are a 24-bed critical access hospital located in Nemaha County in Northeast Kansas. We are approximately 12 miles from Nebraska.



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Here is what we currently look like:



We are currently in the middle of an addition and remodel project:

We are adding a new inpatient floor area, ER, and Radiology areas and adding to our Surgery area. After all of these areas are moved, those areas will be remodeled.

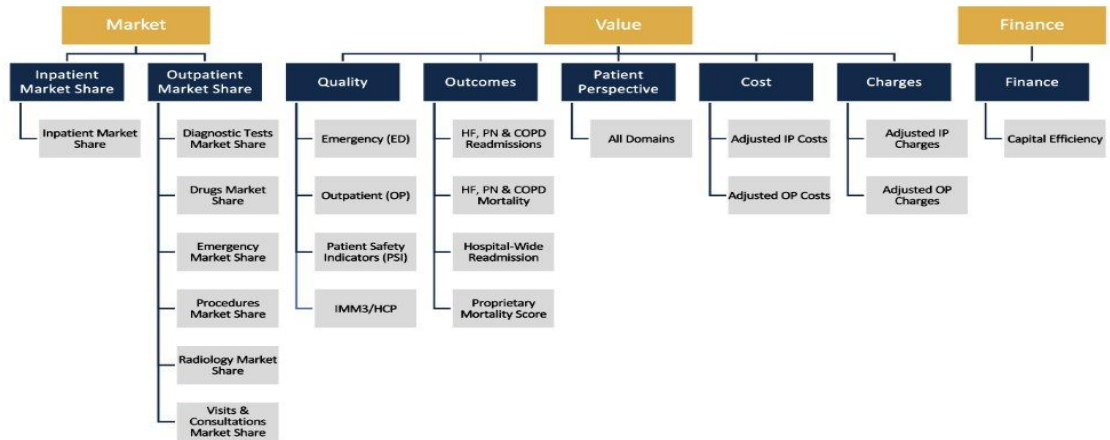
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Don't know where to start?

- ▶ Did you attest to DACA (Data Accuracy and Completeness Acknowledgement)? April 1<sup>st</sup> – May 15<sup>th</sup>
- ▶ Reach out to Chartis to have them send you a report.
- ▶ Find out where the data is being pulled from.
- ▶ Review your market share (KHA Hospital Analytics reports)
- ▶ Check Care compare
- ▶ Other reports to check: MedPAR reports
- ▶ See where you have opportunities to improve.

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## Components (2023)



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## Dive Into the Data

- ▶ Once you know what areas to work on, work with departments to create quality projects. Perhaps there are some projects that you can join to network with other facilities.
- ▶ Are there upcoming publicly reported measures that need work?
- ▶ Consider having Chartis do a deeper dive on the numbers.
  - ▶ They can do some performance benchmarking for you
  - ▶ They can also help give you data sources and time periods.

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# Small changes can make a big difference

Your index rating does not have to make big changes. Small numbers can lead to big changes.

Find your champions and be a cheerleader!

We were a Top 100 hospital in 2023

- Our index score went up 2.4 points to pull us to a Top 20.



## Best Practice Recipients – Patient Experience

Hodgeman County Health Center – Jetmore



# Best Practice Hospitals

Comanche County Hospital - Coldwater

Kiowa County Memorial Hospital - Greensburg

Logan County Hospital - Oakley

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# Comanche County Hospital

Coldwater

Lisa Brooks

Chief Executive Officer

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# HEALTH EQUITY JOURNEY.....

COMANCHE COUNTY HOSPITAL



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# WHERE DID WE START?

## *Brainstorming ideas through PFAC ...*

Start surveying patients now to identify needs.

Engage Hospital Auxiliary to see how they might help.

Partner with local groups like Health Dept, businesses and schools to combine and discover resources.

Gather mental health resources.

Build relationships between the young and aged population.

New Patient Discharge Packets to include resource documents.

Send home resources regardless of identified need.

Fund raisers to support projects we come up with.

All staff education and training.

Invite patients to come tell their care story.

Assigned PFAC Members a category to gather resources.



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*WHAT WE FOUND...*

*Students need volunteer hours – Local High School NHS.  
Local grocery stores deliver.  
SWKAAA  
Meals on Wheels not available in entire county.  
Food Banks and food distribution day options.  
K-State Extension Office - Freezer Meal Prep Discussion.  
Contacted utility companies for any discount information.  
Ministerial Alliance – Help with utilities, gas and food.  
Local Pharmacy Delivers.  
Volunteer listing at Health Department for Transportation to appointments.*



*NEXT....*

*We invited County Health Nurse and K-State Healthy Families Director to PFAC for more brainstorming...*

*We clarified food resources currently available and decided to plan a Freezer Meal prep day. We wanted a way to help a discharged patient right away with a food insecurity. (Focus on what we can do right now)!*

*Presented to local City Council on SDOH and received donation for Freezer Meal day and free use of city building on prep day!*

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***EMPLOYEES...IF YOU ASK THEM,  
THEY WILL COME...***



*We met on a Saturday from 9 to 11 a.m.  
We made 112 Freezer Meals.  
We made them in smaller portions.  
We will share them with the Health Department for any immediate need.  
We will offer them to patients and do it again as meals are needed.*

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# THANK YOU

Sandra Dobrinski, RN/Quality Director  
 Lisa Brooks, Administrator  
 620-582-2144  
[sdobrinski@comanchech.com](mailto:sdobrinski@comanchech.com)  
[lbrooks@comanchech.com](mailto:lbrooks@comanchech.com)



"The Mission of Comanche County Hospital is to work together to provide the finest healthcare for everyone".

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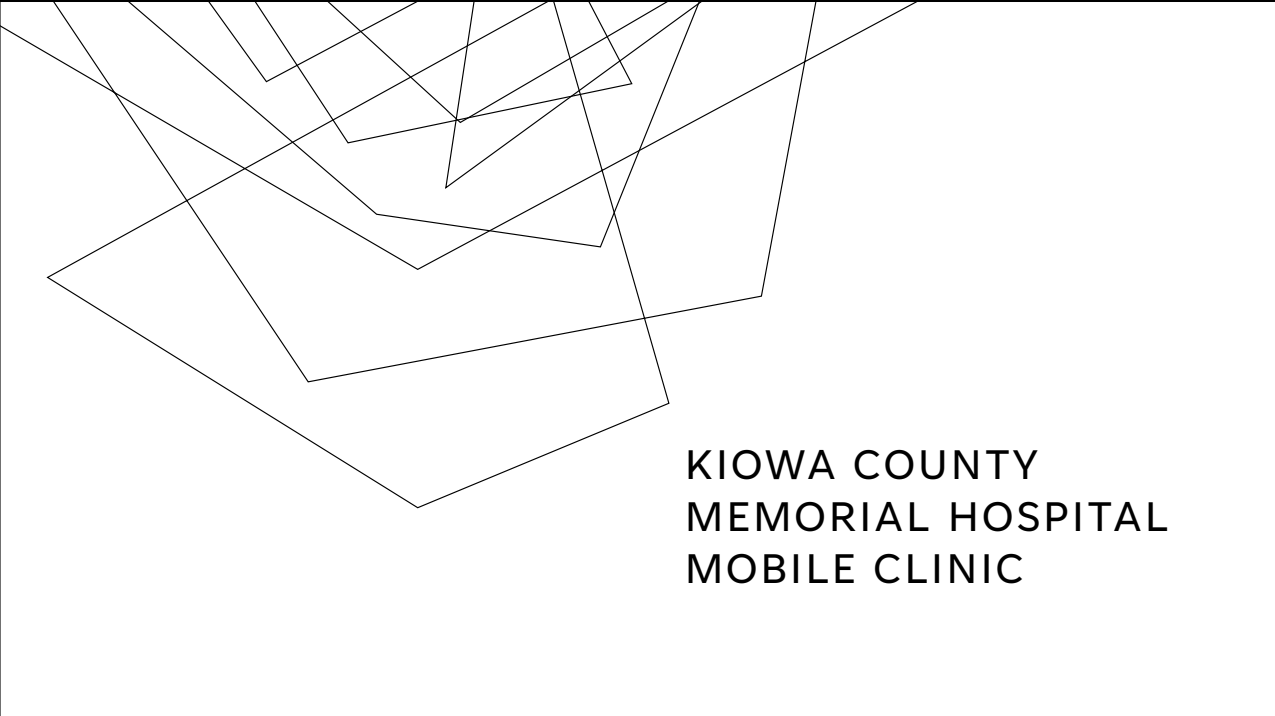


## Kiowa County Memorial Hospital

Greensburg  
 Dooli Rugg  
 Quality/Risk Manager

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KIOWA COUNTY  
MEMORIAL HOSPITAL  
MOBILE CLINIC

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WHERE  
HEALTHCARE AND  
COMMUNITY  
MEET

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## KIOWA COUNTY MEMORIAL HOSPITAL/GREENSBURG FAMILY PRACTICE

- Located in Greensburg, Kansas
- Closest Hospital/Clinic 30 miles from our facility
- Population of 696 people
- After 2007 Tornado, Opened in 2/2010
- 15 Bed Critical Access Hospital
- Greensburg Family Practice RHC
- Four mid-levels, One part time MD
- Lab, Radiology, PT, Pain Management, Wound Care
- 1A School System PreK-12
- Farming Community

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## EXTERIOR



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## INTERIOR



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## SERVING BUCKLIN AND HAVILAND COMMUNITIES

### **Bucklin**

- Population of 680 people
- 20 miles from Greensburg
- Lost service from RHC serving community in 2023
- No local hospital in town
- Long term care facility 27 beds

### **Haviland**

- Population of 711 people
- 11 miles from Greensburg
- Lost RHC in 2020 during Covid
- Houses Barclay College with an average of 200 students

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## 24 PATIENTS SEEN IN THE FIRST 11 DAYS OF OPERATION

Kiowa County Memorial Hospital & Greensburg Family Practice



*Welcome*  
**TO THE TEAM**

**TEHREN ESPARZA, APRN**

Tehren Esparza will begin seeing patients June 3rd! She grew up in Edwards County and is excited to start serving the patients of our community. We are thrilled to welcome her to our healthcare team! ...



### Kiowa County Memorial Hospital's Mobile Clinic is now open!

**When:** Every Tuesday, Wednesday and Thursday from 9am-3:30pm.

**Where:** Bucklin, Kansas on S. Main Street

#### Services Available


- Women's Health Visits (excluding pregnancy care)
- Same Day Appointments
- Walk-in Appointments
- DOT Physicals
- Annual Visits
- Sick Visits

Please call 620-723-2127 with any questions you may have.

*"Where Healthcare and Community Meet."*

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# Logan County Hospital

Oakley

Breanna Broeckelman  
Quality Director & Risk Manager

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# REDUCING & PREVENTING INFECTIONS THROUGH ANTIMICROBIAL STEWARDSHIP

Logan County Health Services  
Oakley, Kansas

November 14, 2024



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## Objectives

Define	Define the scope of Logan County Health Services Antimicrobial Stewardship program.
Detail	Detail the project goals and quality metrics.
Review	Review implementation strategies used.
Outline	Outline objective project data.
Provide	Provide tips for enhancing an antimicrobial stewardship program.

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# Abbreviation List

Definition	Abbreviation
Antimicrobial Stewardship Program	ASP
Logan County Health Services	LCHS
Patient, Resident, and Family Advisory Committee	PRFAC
Quality Assurance and Performance Improvement	QAPI
Center for Disease Control	CDC



# About Logan County Health Services

LCHS is committed to providing high-quality, compassionate care.

Logan County Health Services is comprised of:

- **Logan County Hospital**
  - 25 Bed Critical Access Hospital
- **New Frontiers Health Services**
  - Rural Health Clinic
- **Urgent Care Clinic**
  - Facility in Mitten's Truck Stop
- **Logan County Rehabilitation & Wellness Center**

The Medical Staff includes 2 Physicians, 5 Nurse Practitioners, and 3 Physician Assistants







## Project Scope

The Antimicrobial Stewardship team at Logan County Health Services desired to expand a previously initiated comprehensive ASP.

The program started with a well-thought-out ASP plan, education of our team members, and a simple way to encourage our patient care teams to always practice antimicrobial stewardship.

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## Project Scope cont.

- The interdisciplinary project team consisted of:
  - Administration
  - Nursing
  - Pharmacy
  - Quality
  - Safety, Infection Prevention and Control
- Seven elements of focus:
  - Accountability
  - Action to Implement
  - Drug Expertise
  - Education
  - Leadership
  - Tracking Measures
  - Reporting Data

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# Preferred Goals and Outcomes

Obtain	Initiate	Report	Provide	Improve
Obtain appropriate cultures prior to initiating antibiotics without delaying treatment.	Initiate appropriate antimicrobial treatment; change treatment when culture results warrant.	Report outcomes and results to Quality and Performance Improvement Committee, Medical Staff Committee, and Nursing staff.	Provide education to healthcare team, patients, and families regarding the appropriate use of antimicrobials.	Improve patient outcomes and downstream effects of antimicrobial ordering.

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# Antimicrobial Goals

Minimize the harmful effects of inappropriate antimicrobial use.	Optimize the treatment of infections.	Reduce the adverse events associated with antibiotic use.
Improve antibiotic ordering habits through the development and implementation of antibiotic protocols and a system to monitor antibiotic use.	Goals of reducing antimicrobial resistance, and increasing optimal patient outcomes.	

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## Culture Habits & Quality Projects

Prior to the project, diagnoses such as urinary tract, wound, and upper respiratory tract infections were not consistently cultured.

- Following implementation of the ASP, providers were advised to follow evidence-based practice for ordering antimicrobials.
- Additional quality projects were designed:
  - Facility goal of 90% for cultures to be ordered and obtained.
  - 20% reduction in fluoroquinolone usage.

The team prospectively monitored acute care, swingbed, and observation patients to ensure cultures were obtained, and appropriate antimicrobials were selected.

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## Education to Healthcare Team

Reporting includes both action and tracking components.

The Pharmacist and Quality Director share provider-specific reports with individual providers confidentially at peer review.

Incorporated antimicrobial stewardship education into orientation for new medical and nursing staff and required annual nursing educational programs.

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## Education to Patients & Families

Input provided by PRFAC on patient education material.

Patients and families receive education about appropriate use of antimicrobials (e.g. antimicrobials that do not treat viral infections such as colds).

Nursing educates patients and their families regarding ordered antimicrobials.

Posters and brochures on antimicrobial use are displayed and/or provided to patients for general knowledge.

Implemented process to include information on antimicrobials in patient education materials.

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## Appropriate Antimicrobial Ordering

- Culture results were reviewed to ensure susceptibility to the identified pathogen and provider awareness when a change in therapy is warranted.
- Enhanced surveillance of multidrug-resistant organism tracking.
- Consultation between Provider and Pharmacist ensures appropriate antimicrobial ordered and therapy change if warranted.
  - Transitioned from contracted pharmacy to in-house full-time Pharmacist.
  - The Pharmacist provides feedback to Medical Staff on individual ordering patterns regarding antimicrobial selection and days of therapy.
- The Pharmacist reviews antimicrobials for unnecessary duplicative antimicrobial therapy.

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# Reporting Outcomes

- Report outcomes of Antimicrobial Stewardship activities to Quality and Performance Improvement Committee, Medical Staff, and Nursing Staff.
  - Standing agenda items for review of data and recommended modifications to practice at QAPI Committee, Medical Staff Committee, and Nursing Staff meetings.
  - Ensures all staff are aware of current trends, needs for change, and success rates.
- The Pharmacist developed an antibiotic time-out to prompt providers to reassess the ongoing need and choice of antimicrobial.
  - Hard-stop order sets created for all antibiotics – providers must reorder medication after 3-7 days if deemed necessary.



# ASP Objective Results

95.4% cultures obtained prior to antimicrobial ordering.


- Quality goal set at 90%.
- Improvement of 17.4% since start of project.

30.5% reduction in fluoroquinolone ordering.

- Quality goal set at 20%.

	2022 - June 2023	July 2023 - May 2024
Total Patients on Antibiotic	418	280
Days of Therapy (total)	1878	1213
Average Days of Therapy per Patient	4.45	4.26
Beta-lactam (non-broad) usage (per 100 patient days)	33.49	33.57
Broad Spectrum beta-lactam usage (per 100 patient days)	13.88	20.0
Fluoroquinolone usage (per 100 patient days)	13.88	9.64
Other* Antibiotic usage (per 100 patient days)	38.76	36.79

Other\* includes but not limited to: Azithromycin, Doxycycline, Daptomycin, Linezolid, Metronidazole, Clindamycin.



## Lessons Learned


➔

## Next Steps

- Heightened priority on the importance of antimicrobial safety and appropriate usage through continuous monitoring.
- Significantly decreased the omission of cultures.
- We believe that we were successful in our Antimicrobial Stewardship Program development and monitoring of the effectiveness of antimicrobials hospital-wide.

- Continue to perform monthly Antimicrobial utilization throughout the hospital to ensure minimal risk of antimicrobial resistant organisms.
- Hope to see decreased need for antimicrobial order changes due to resistance patterns and prescribing antimicrobials with subsequent negative cultures.
- Identified the need to monitor culture results and antibiotic response at New Frontiers Health Services (RHC) and the Urgent Care Clinic in order to further enhance the ASP program.

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## Tips for Enhancing an ASP Program

Provider Buy-In

Set Objective Goals

Site-Wide Education

Continuous Tracking and Reporting

Open Communication

CDC Reference – Core Elements of Antibiotic Stewardship

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## Questions

- We would be happy to answer questions now or via e-mail.
  - Breanna Broeckelman, *RN, Quality Director*
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  - Kandi Kuper, *RN, Safety Director*
    - [kkuper@lchoakley.com](mailto:kkuper@lchoakley.com)
  - Jace Ochs, *PharmD, Director of Pharmacy*
    - [jochs@lchoakley.com](mailto:jochs@lchoakley.com)

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# REDUCING & PREVENTING INFECTIONS THROUGH ANTIMICROBIAL STEWARDSHIP

Logan County Health Services

Oakley, Kansas

November 14, 2024



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# SHIP Grant Recognition

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## Facilities Receiving 100% of their SHIP Grant Funds (2023-24)

Patterson Health Center	Anthony
Ashland Health Center	Ashland
Amberwell Health	Atchison
Rawlins County Health Center	Atwood
Republic County Hospital	Belleville
Mitchell County Hospital Health Systems	Beloit
Coffey County Hospital	Burlington
Caldwell Regional Medical Center	Caldwell
Neosho Memorial Regional Medical Center	Chanute
Clay County Medical Center	Clay Center
Coffeyville Regional Medical Center	Coffeyville
Citizens Health	Colby
Comanche County Hospital	Coldwater
Morris County Hospital	Council Grove
Lane County Hospital	Dighton
Morton County Hospital	Elkhart
Ellinwood District Hospital	Ellinwood
Ellsworth County Medical Center	Ellsworth
Greenwood County Hospital	Eureka
Fredonia Regional Hospital	Fredonia
Anderson County Hospital	Garnett
Goodland Regional Medical Center	Goodland
Kiowa County Memorial Hospital	Greensburg
Amberwell Hiawatha	Hiawatha
Hillsboro Community Hospital - CAH	Hillsboro
Holton Community Hospital	Holton
Sheridan County Health Complex	Hoxie
Allen County Regional Hospital	Iola
Hodgeman County Health Center	Jetmore

Stanton County Hospital	Johnson
Kingman Community Hospital	Kingman
Edwards County Hospital & Healthcare Center	Kinsley
Kiowa District Hospital	Kiowa
Kearny County Hospital	Lakin
Pawnee Valley Community Hospital	Larned
Lindsborg Community Hospital	Lindsborg
Hospital District #1 of Rice County	Lyons
St. Luke Hospital and Living Center	Marion
Community Memorial Healthcare, Inc	Marysville
Meade District Hospital	Meade
Medicine Lodge Memorial Hospital & Physicians	Medicine Lodge
Ottawa County Health Center	Minneapolis
Minneola Healthcare	Minneola
Wilson Medical Center (Wilson County)	Neodesha
Ness County Hospital	Ness City
Norton County Hospital	Norton
Logan County Health Services	Oakley
Decatur Health Systems, Inc	Oberlin
Community HealthCare Systems Inc	Onaga
Phillips County Health Systems	Phillipsburg
Rooks County Health Center	Plainville
Grisell Memorial Hospital	Ransom
Russell Regional Hospital	Russell
Sabetha Community Hospital	Sabetha
Satanta District Hospital & LTCU	Satanta
Scott County Hospital	Scott City
Nemaha Valley Community Hospital	Seneca
Stafford County Hospital	Stafford
William Newton Hospital	Winfield

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**Most Improved  
Facility that Increased their Reporting**

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Hillsboro Community Hospital  
Hillsboro

Heidi Stringer – Quality and Risk



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**Most engaged in the Facebook Group**

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Ericka Nicholson  
Quality Director  
Citizens Health  
Colby

KS Connections: Hospital Quality & Risk Resource Group



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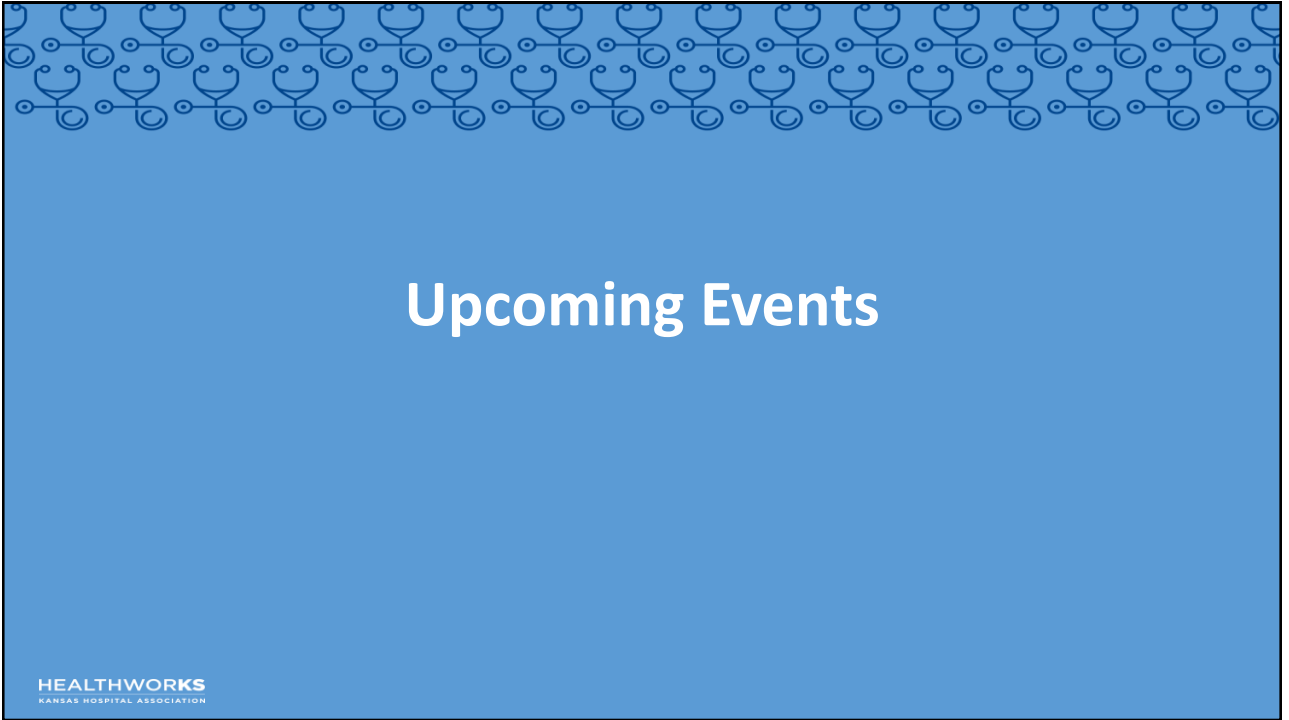
# Quality 101 Alumni

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## 2024 New Quality Director Orientation (Quality 101)

- Laura Aberle - Sabetha
- Tami Altman - Atchison
- Angie Barr - Ellinwood
- Kellie Belleau - Hill City
- Amy Deperschmidt - LaCrosse
- Amy Eiche - Manhattan
- Johnathan Emerson - Johnson
- Janet Fisher - Clay Center
- Sara Hake - Concordia
- Samantha Kendall - Hiawatha
- Amanda Kuxhausen - Norton
- Denise Marsh - Medicine Lodge
- Sarah Morris - Lakin
- Traci Noll - Winchester
- Lynette Pate - Council Grove
- Melodie Reich - McPherson
- Amber Speer - Anthony
- Jarrod Weir - Caldwell
- Maggie Webber - Dighton

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## Upcoming Events

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- November 15 Swing Bed Work Group Huddle
- November 20 Health Equity and SDoH Networking Group
- November 21 Rural Health Symposium (Wichita)
- December 10 Financial Webinar: Price Transparency
- December 11 Swing Bed Work Group Huddle
- December 12 SHIP Quarterly Webinar
- December 19 Health Equity and SDoH Networking Group

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## Upcoming Opportunity

### ER Work Group Development

- Similar to Swing Bed Work Group
- Intro/Foundational Meeting in February
- Gathering names/emails of interested folks currently
- Email me at [srunyan@kha-net.org](mailto:srunyan@kha-net.org) if interested in learning more

## <https://www.kha-net.org/AlliedOrganizations/>

- Healthcare Financial Management Association
- Hospital Volunteers of Kansas
- Kansas Association for Healthcare Resource and Materials Management
- Kansas Association for Professionals in Infection Control and Epidemiology
- Kansas Association Medical Staff Services
- Kansas Association of Health Care Communicators
- Kansas Association of Health Care Executives
- Kansas Association of Healthcare Patient Access and Account Managers
- Kansas Association of Healthcare Volunteer Resource Professionals
- Kansas Association of Hospital Attorneys
- Kansas Association of Risk and Quality Management
- KC HEALTH Communicators
- Kansas Council of Health-System Pharmacists
- Kansas Health Information Management Association
- Kansas Healthcare Engineers' Association
- Kansas Healthcare Environmental and Linen Services Association
- Kansas Healthcare Human Resources' Association
- Kansas HIMSS Chapter
- Kansas Medical Group Management Association
- Kansas Organization of Nurse Leaders
- Kansas Organization of Skilled Care Professionals
- Kansas Rural Health Association
- Kansas Society for Healthcare Central Service Professionals
- Kansas Society of Radiologic Technologists



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**Contact Us**

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Kansas  
 Empowering Health  
 and Enterprise

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## Funding Acknowledgement

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This program is supported by the Health Resources and Services Administration of the U.S. Department of Health and Human Services as part of an award totaling \$1.1M, with 0% financed with non-governmental sources. The content is those of the author(s) and do not necessarily represent the official views of, nor an endorsement, by HRSA, HHS, or the U.S. Government. For more information, please visit [HRSA.gov](https://www.hrsa.gov).