



QUALIS HEALTH HONORS IDAHO HEALTHCARE PROVIDERS



Madison Memorial Hospital, Rexburg, ID

Preventing Medication Errors

Madison Memorial Hospital created a process for capturing the types and severity of medication errors. They developed a reporting tool that would electronically capture errors and not rely entirely on self reporting. They implemented bedside medication verification through bar scanning of medications and patient identification bands. They also implemented the use of a Smart Pump to prevent medication errors. As a result, they had a 92-94% compliance rate for bedside verification, up from 72%. They are able to more effectively discover medication errors and their cause. On their latest report they had 22 hard stops with the Smart Pump, preventing potential harm.

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Saint Alphonsus Health System, Boise, ID

Hand Hygiene

In 2009 Saint Alphonsus Health System developed a mandatory hand hygiene education program for all employees (clinical and non-clinical). They utilize a steering team, supported by senior leadership, which meets monthly and provides support and strategic planning for the program. The hospital initiated mandatory house-wide education with senior leadership presence. They also required completion of a department-specific action plan and activities by all managers which are reflected in their annual performance reviews. Use of patient hand hygiene surveys in the hospital and clinics, community targeted programs and public service announcements were also implemented. As a result, they improved hand hygiene compliance from 44.3% to 79.9%.

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Saint Alphonsus Health System, Boise, ID

Preventing Patient Falls

Saint Alphonsus Health System developed a team dedicated to preventing patient falls. They utilized several strategies to reduce patient falls that cause injury among patients. Strategies include the implementation of nursing unit quality and safety champions, break-away communications cables and the fiscal year 2010 Trinity Health Scheduled Credit Program. Since the implementation of these interventions, Saint Alphonsus Health System has reduced falls with injury by 80% from 2009–2010. This equates to a significant cost savings for the calendar year 2010.

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St. Luke's Wood River Medical Center, Ketchum, ID Healing Touch

Saint Luke's Wood River Medical Center developed a program to study the effects of healing touch on adult, post-operative outpatients. They measured the parameters of pain, anxiety, blood pressure and pulse on 80 subjects who were enrolled in the program. In 2010, they trained 30 employees and volunteers for Level 2 Healing Touch and 26 employees and volunteers for Level 3 Healing Touch, with more training scheduled for 2011. Physicians, including orthopedic surgeons, anesthesiologists, internists and family medicine practitioners are now ordering healing touch for their patients. As a result, patients reported a 51% improvement in the reduction of pain level and a 69% improvement in the reduction of tension level from August 2009 to December 2010.

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Teton Valley Health Care, Driggs, ID Medication Reconciliation

Teton Valley Health Care developed a plan to improve their medication reconciliation process. The process includes a medication reconciliation order form as part of the standard admission paperwork which is completed as part of the admission orders by a nurse, other clinician or pharmacist. The pharmacist reconciles medication using a patient list, clinic record and retail pharmacy records within 24 hours of admission. Medical providers are then notified of any discrepancies and must make appropriate changes. Then, upon discharge or status change, a computerized medication reconciliation form is compared to the admission reconciliation form and any changes are made. Teton Valley Health Care has estimated that 25% of patient admissions prior to the medication reconciliation process would have had an unresolved medication discrepancy.

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IDAHO CONSORTIUM FOR HEALTHCARE PERFORMANCE IMPROVEMENT AWARD

Winner

St. Luke's Internal Medicine, Boise, ID

Pneumococcal Immunizations

St. Luke's Internal Medicine (SLIM) is a general internal medicine practice within the St. Luke's Health System, representing 42 providers and mid-levels at four sites located primarily in Boise and Meridian. In 2009, SLIM initiated a change in process using Lean methodology. SLIM chose the pneumococcal immunization measure as one of their improvement goals in 2010. Throughout the summer of 2010, their efforts to continuously improve by educating SLIM providers and staff at all locations yielded positive results in their pneumococcal immunization rate. By understanding how to incorporate Lean principles in their workflow redesign, SLIM improved efficiency and maximized value to their patients.

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Honorable Mention

Kaniksu Health Services, Sandpoint, ID

Pneumococcal Immunizations

Kaniksu Health Services is a community health center, with two clinical sites, located in the two rural counties of North Idaho. Through utilization of their electronic health record system, Kaniksu Health Services was able to retrieve data indicating which patients meet the specific criteria for pneumococcal immunization. This allowed them to communicate the data to all clinical and ancillary staff during monthly staff meetings regarding quality measures being tracked. As a result, staff were provided specific criteria identifying patients that need preventive services. In addition, providers and medical teams were provided with quarterly individual performance reports, which have encouraged medical teams to increase their percentage of patients needing the pneumococcal immunization. Kaniksu Health Services has been able to improve the percentage of the pneumococcal immunization measure significantly through enhanced communication amongst their entire organization.

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