



Quality Connections

Sharing Best Practices and Lessons Learned

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Edited by Bev McCullough, Quality Improvement Manager

RHQN Quality Awards

Congratulations to all of you who have worked hard this year on the 2010 RHQN Quality Initiatives. It was great to see so many earn awards at the RHQN Annual Membership Meeting on June 30th in Chelan and see Superman (aka Harry Geller, CEO at Othello Community Hospital) fly around the room passing out award certificates. We are sending both the Awards PowerPoint and a sample press release to each of your facilities so you can celebrate your awards at your board meetings and in your local newspapers. Fantastic.



And the Winners are...

Our patients and their hospitals in the following communities:

Communities with early adopter Statewide STEMI leaders who have shared their good work across the state:

- Lincoln Hospital (Davenport)
- Jefferson Healthcare (Pt. Townsend)
- Kittitas Valley Community Hospital (Ellensburg)



Photo: Terri Camp (Jefferson Healthcare), Superman (a.k.a. Harry Geller, Othello Community Hospital), Marilynn Snider (Lincoln Hospital)

Communities with hospitals where the Statewide STEMI protocols have been adopted to save lives:

Coulee Medical Center (Grand Coulee), East Adams Rural Hospital (Ritzville), Enumclaw Regional Hospital (Enumclaw), Jefferson Healthcare (Pt. Townsend), Lake Chelan Community Hospital (Chelan), Lincoln Hospital (Davenport), Mid-Valley Hospital (Omak), Newport Hospital & Health Services (Newport), Othello Community Hospital (Othello), Providence Mount Carmel Hospital (Colville), Providence St. Joseph's Hospital (Chewelah), Pullman Regional Hospital (Pullman), Snoqualmie Valley Hospital (Snoqualmie), Sunnyside

Community Hospital (Sunnyside), United General Hospital (Sedro Woolley), Whidbey General Hospital (Coupeville), and Whitman Hospital and Medical Center (Colfax).

Communities with STEMI Superstar hospitals that implemented the STEMI protocols AND have Emergency Departments reporting STEMI "Door To ECG times" under 12 minutes for the most recent 2 quarters:

- Ferry County Memorial Hospital (Republic), 6-10 min.
- Garfield County Public Hospital District (Pomeroy), 6-10 min.
- Kittitas Valley Community Hospital (Ellensburg), 6-10 min.
- Klickitat Valley Health (Goldendale), 6-10 min.
- North Valley Hospital (Tonasket), 6-10 min.
- Odessa Memorial Healthcare Center (Odessa), 6-10 min.
- Okanogan Douglas District Hospital (Brewster)
- Prosser Memorial Hospital (Prosser)
- Tri-State Memorial Hospital (Clarkston), <6 min.



Photo: Clarice Nelson (North Valley Hospital), Joan Lake (Ferry County Memorial Hospital), Emily Canwell (Okanogan Douglas District Hospital), MaLisa Mudgett (Klickitat Valley Health), Alan Voise (Odessa Memorial Healthcare Center), Superman (a.k.a. Harry Geller, Othello Community Hospital)

Patients are winners in communities where Best Practice Superstar Leaders implemented STROKE Systems of Care and shared their experience at the 2nd Annual Statewide Stroke Symposium:

- Jefferson Healthcare (Pt. Townsend)
- Lincoln Hospital (Davenport)
- Mason General Hospital (Shelton)

Patients are also winners where hospitals are transparent about their scores on evidence based quality care and publicly report their data: (Note: We recognize that due to staffing constraints, small hospitals may be challenged doing public reporting. We hope to find resources for you in 2011.)

Awards for reporting went to:

- Enumclaw Regional Hospital (Enumclaw)
- Jefferson Healthcare (Pt. Townsend)
- Kittitas Valley Community Hospital (Ellensburg)
- Klickitat Valley Health (Goldendale)
- Lake Chelan Community Hospital (Chelan)
- Lincoln Hospital (Davenport)
- Lourdes Medical Center (Pasco)
- Mason General Hospital (Shelton)
- Mid-Valley Hospital (Omak)
- Newport Hospital and Health Services (Newport)
- Othello Community Hospital (Othello)
- Prosser Memorial Hospital (Prosser)
- Providence Mount Carmel Hospital (Colville)
- Providence St. Joseph's Hospital (Chewelah)
- Pullman Regional Hospital (Pullman)
- Skyline Hospital (White Salmon)
- Sunnyside Community Hospital (Sunnyside)
- Tri-State Memorial Hospital (Clarkston)
- United General Hospital (Sedro-Woolley)
- Whidbey General Hospital (Coupeville)
- Whitman Hospital and Medical Center (Colfax)

Patients are also winners where Superstar systems are in place to assure that every Heart Failure patient receives all 6 of the HF discharge instructions:

- Jefferson Healthcare (Pt. Townsend)
- Lake Chelan Community Hospital (Chelan)
- Mason General Hospital (Shelton)
- Mid-Valley Hospital (Omak)
- Othello Community Hospital (Othello)
- United General Hospital (Sedro Woolley)
- Whidbey General Hospital (Coupeville)
- Whitman Hospital and Medical Center (Colfax)

In those RHQN CAHs doing Obstetrical care, patients are winners when their hospitals adopt the August 2009 American College of Obstetricians and Gynecologists' Guidelines for Induction. Awards went to: Coulee Medical Center (Grand Coulee), Lake Chelan Community Hospital (Chelan), North Valley Hospital (Tonasket), Okanogan Douglas District Hospital (Brewster), Skyline Hospital (White Salmon), and Sunnyside Community Hospital (Sunnyside).

Special mention goes to hospitals that adopted the ACOG Guidelines AND also collect data for improvement in OB induction care: Enumclaw Regional Hospital (Enumclaw), Jefferson Healthcare (Pt. Townsend), Mid-Valley Hospital (Omak), and Whidbey General Hospital (Coupeville).

Awards were also given to CAHs for developing and sharing their Best Practices across the state:

- Columbia Basin Hospital (Ephrata) – Laundry processes
- Coulee Medical Center (Grand Coulee) – End of Life program
- Lake Chelan Community Hospital (Chelan) – Surgical check list
- Lincoln Hospital (Davenport) – Outstanding QI program for all managers
- Ocean Beach Hospital (Ilwaco) – Hand hygiene program
- Othello Community Hospital (Othello) – Surgical checklist implementation
- Providence St. Joseph's Hospital (Chewelah) – Patient education materials
- Pullman Regional Hospital (Pullman) – Superstar: Culture to support high patient satisfaction
- Quincy Valley Medical Center (Quincy) – QI coaching for managers
- United General Hospital (Sedro Woolley) – Consistent QI leadership
- Whidbey General Hospital (Coupeville) – CAH volunteer program

The awards were based on your answers to the RHQN survey sent in May to the CEO, Quality Lead, and CNO. Your survey answers are also used to support funding from the Department of Health for RHQN activities. Look for the next survey, which will be sent around August 1st to be returned by August 15th.

If your hospital did not get awards in all of the appropriate categories, please review the RHQN website for the [Best Practice calls and posted materials](#) and/or call me to connect with the Best Practice ideas that have worked so well for your peers.

Next RHQN Best Practice Call

When: Tuesday, August 10th at 10:30 a.m.

Topic: Quality Measures for Swing Beds

Look for sample quality measures to be sent to your RHQN Quality Lead before the call. Information about the call will be sent to you via email.

I love getting your feedback. Please let me know of any topics you would like covered in future calls. I look forward to hearing from you and being with you to learn, celebrate, and share your Best Practices, Lessons Learned, and "Helpful Hints."

BW

If you have ideas, comments, questions, need additional resources or a consultation, please contact Bev McCullough, RHQN Quality Improvement Manager, at (206) 216-2862 or by email at bevm@wsha.org.