



NATIONAL RURAL HEALTH RESOURCE CENTER

HOSPITAL SPOTLIGHT: COTEAU DES PRAIRIES (CDP) HEALTH SYSTEM: IMPROVING QUALITY OF CARE

Coteau des Prairies Health System (CDP) is a 25-bed, not-for-profit Critical Access Hospital (CAH), providing acute care, swing bed, primary care, emergency medicine, surgery, rehabilitation therapies, imaging, lab, nutrition and pharmacy services to the residents of Sisseton, South Dakota and the surrounding communities. In 2017, PCH was selected by the [Small Rural Hospital Transition \(SRHT\) Project](#) and supported with a Quality of Care and Transition of Care Project. The quality project provides guidance to hospitals for initiating community care coordination activities to support future population health management.

CDP Reports Positive Outcomes Within 12 Months

- Improved HCAHPS score for “Patients who reported YES, they would definitely recommend the hospital” from 55% to 90% vs. national average of 75%
- Improved transition of care processes for “Patients who Strongly Agree they understood their care when they left the hospital” by 17%
- Increased net patient revenue from \$15,708,000 to \$18 million
- Increased days cash on hand from 11 to 21
- Reduced days in net accounts receivable from 58 to 55

Top Accomplishments

- **Quality infrastructure & accountability:** CDP’s QAPI plan was approved by the Board, then medical staff. Getting that top-down buy-in was the first step in beginning to share information throughout the hospital. Posting quality metrics throughout the hospital helped employees understand and be more aware of their impact. CDP created “Action Q”, a process that documents quality issues for better tracking and metrics as well as increases the ability to track progress. They now have a new quality director and a dedicated quality nurse which is making a significant difference.
- **Patient Satisfaction:** CDP implemented hourly rounding. They created discharge folders that patients receive upon admission that include FAQ tabs for sections such as discharge and medication. They rolled out bedside reporting and are using scripting and whiteboards consistently. CDP is working on increasing the return rate of surveys and are seeing improvement.
- **Physician Documentation:** CDP realized they could review compliance through their EHR. Days in final billing has gone up and cash flow has improved. CDP is now doing peer reviews by providers in hopes to positively impact accountability around quality.