Top 9 QI Recommendations

- Warm handoffs/ bedside reporting
- Leadership rounding
- White Boards
- Quality Scorecard
- Discharge follow up phone calls
- Admission/Discharge Folders
- Order sets/ Protocols
- HCAHPS Survey Training
- Employee Engagement survey/ Exit Interview
Current Action Steps

- Admission/Discharge Folders
  - By creating admission/discharge folders, we will be able to provide our patients with the necessary and beneficial information throughout their stay.
  - At discharge, the patient will have all pertinent medical information regarding their current stay to take with them.
  - The folders will include a letter from the Administrator regarding their care and aftercare survey, brochures detailing all hospital inpatient and outpatient services, discharge instructions, CCD, and prescriptions.
  - Examples of information provided in folders include:
Current Action Steps, Again
**History**

The Hospital, built in 1949, has served the South Delta for more than sixty years. Remodeled in 2002 and 2013, SICH has 19 acute care beds and 10 senior care (geriatric psychiatric) beds. A swing bed program and long term care program offer services for patients needing inpatient rehabilitation as well as continuous care. The Hospital operates a 24-hour Emergency Department and provides local area ambulance service. Located in Rolling Fork, Mississippi, SICH is in the heart of the Delta. Convenient to larger metropolitan areas, Sharkey and Issaquena Counties, population of about 16,000, offer a choice of public or private education and various religious and civic club opportunities. A variety of outdoor recreational activities including hunting, fishing, water sports or just easy living make the area a true "southern home".

**EMERGENCY**

The emergency department, the only one within a 45 mile radius, is staffed 24 hours per day by local and contract providers to render immediate care to the citizens of the surrounding area. The ambulance service for the area is operated and staffed with nurses and emergency medical technicians employed by the Hospital. The ER employs the use of live Telemedicine which provides consultation from a Level 1 trauma center. To facilitate rapid patient transport to higher levels of care, SICH has helicopter access on site.
Current Action Steps, Furthermore

Wound Care Clinic

- Do you have any of the following conditions?
  - Delayed or non-healing wounds
  - Fever or signs of infection
  - Swelling or decay of surrounding tissue
  - Partial or full-thickness skin loss
  - Discharge or presence of odor
  - Burn or electrical injury
  - Bone or joint exposure

If you or a loved one has a wound or sore that has not healed in 30 days, you may have what is referred to as a "chronic, non-healing" wound.

Chronic, non-healing wounds can have serious health consequences and may adversely affect your quality of life.

At our center, healing wounds are our specialty.

Our treatment plans are designed to complement the care your own physician provides, ensuring that your health care team is always working together to provide the treatment that’s right for you.

Most treatments are covered by Medicare, Medicaid, HMOs and other private insurance plans and may include:

- Hyperbaric oxygen therapy
- Specialized wound dressings
- Off-loading (reducing pressure off the wound)
- Sharp debridement (removal of dead tissue)
- Compression therapy

Our wound center has a proven track record of healing wounds — even those wounds that have not responded to other therapies can see significant improvement at our center.

Call today to find out how we can help you start healing:

877.295.2273
To combat the current opioid crisis, we’ve teamed with Oakes Family Pain Management to provide top-notch care for our chronic pain patients. Treatments include steroid injections, nerve blocks, and radiofrequency ablation (RFA).
Next Steps to Support Full Implementation

- A driver has been assigned to each action plan. They will oversee all action steps and assign a task/step to an individual to carry out.
- Assignment dates have been given, and those tasks will be completed by those dates.
- Follow ups and next steps will be scheduled once the current action steps have been completed/implemented.
- All action plans will have the full support of the Administrator and staff.
CCC Target Population and Goals

- The target population is adults with a diagnosis of hypertension and/or diabetes.
- The main goals of the project are to decrease A1C levels by 1-2 points for persons with diabetes and to decrease ER visits related to elevated blood glucose levels and hypertension.
At our CCC meeting, we discussed several ways to help reach out to our target population. Some of these include:

- Providing educational opportunities: Health Fair follow ups, Lunch & Learns, Diabetes Educators
- Facilitating the availability of medication and supplies: Pharmacy Assistance Program, Glucometer Program
- Engaging local resources: Community Garden, Faith-based Relationships, Work with local restaurants to add healthy menu options
- Making care local: Use Allied Health students, Telehealth, Health Fair follow ups
- Implementing better communication: Advertise Bearable Fitness and offer programs, Gym promotion for target population, Use social media
- Removing administrative barriers: Work on getting the hospital to accept Ambetter (only insurance offered by ACA), Accurate Demographics, Afterhours/Saturday clinic
Examples of Current Community Outreach
Examples of Current Community Outreach, Again
Rolling Fork is in the heart of the MS Delta. We are a rural community hospital that is funded by Sharkey and Issaquena counties, with a population of 8,500 between the two counties. It has always been our goal to provide the best care possible to our patients. Through the Delta Region Community Health Systems Development Program and Stroudwater Consulting, we look to improve our overall financial stability, provide a higher quality of care, create a better in-house workflow, and build on our existing community outreach.