

Rural Healthcare Quality Network Honors Hospitals for Accomplishments in Quality Improvement

Rural hospitals in communities across Washington State are striving to ensure patients receive the right care at the right time. In recognition of these efforts, the Rural Healthcare Quality Network (RHQN) distributed awards in nine categories for hospitals meeting or exceeding the organization's 2011 Quality Initiatives. The awards were presented during the network's annual meeting in June.

The complete list of the nine awarded categories, as well as a brief description of the three that Odessa Memorial Healthcare Center (OMHC) was honored for are as follows:

- Staff Flu Immunization
- Stroke Systems Leadership
- Best Practice Heart Attack Protocol (Emergency Department Door to Electrocardiogram in under 10 minutes)
- Emergency Room Transfer Time (Heart Attack Protocol – Transfer Time under 30 minutes)
- Reducing Preventable ER Visits
- Caring for Heart Failure Patients
- Smoking Cessation Counseling
- Adopting National Induction Guideline (OB Care)
- Participation in the National Rural Medicare Beneficiaries Quality Improvement Project (MBQIP)
- Developing a Quality Culture
- Safe Surgical Care
- Patient Safety Projects
- Recognized Leaders Helping Other Hospitals Improve

OMHC received three certificates of outstanding performance.

The first honor awarded was for Best Practice Heart Attack Protocol (Emergency Department Door to Electrocardiogram in under 10 minutes). The RHQN worked with the Washington Department of Health and the American Heart Association to standardize statewide protocols in every community for heart attack patients. For patients who have a heart attack, time is muscle. Every minute counts. OMHC successfully reduced the amount of time between a patient's arrival at the emergency department and the electrocardiogram (or EKG). The goal for 2011 was 10 minutes or less. This is the second year in a row that OMHC has met this goal.

The second honor awarded was for Participation in the National Rural Medicare Beneficiaries Quality Improvement Project (MBQIP). OMHC joined with the RHQN and other hospitals as one of the first Critical Access Hospitals in the country volunteering to monitor, report and ensure best practices on quality measures for Heart Failure, Pneumonia, Emergency Room Care, Patient Satisfaction and Medication Safety. The three year project is aimed at improving rural care through transparency and ensuring the best care for every patient, every time.

The third honor awarded was for Developing a Quality Culture. Hospitals with successful Quality Cultures have staff who are involved in measuring and improving processes to improve their patient's experience. OMHC, along with other hospitals, is a leader in developing Quality Improvement programs where all managers monitor and report on quality measures and share their quality metrics with other rural hospitals.

“Our network of critical access hospitals are delivering high quality health care, these awards are recognition of their commitment to excellence,” RHQN Executive Director Randy Benson, PhD, said. “Washington State's rural residents should be proud of their community hospitals and feel confident in the quality and safety of the care they provide.” Bev McCullough, RN, MBA, CPHQ, RHQN Quality

Improvement Manager, said “These awards show evidence of the hard work and commitment of staff, physicians and administrators to ensure the best healthcare for their communities.”

The Rural Healthcare Quality Network is a partnership of thirty-four Washington Critical Access Hospitals working to ensure quality health care for the communities they serve. The network, founded in 2002, provides access to national patient safety experts, physician peer reviews, and quality improvement education.

We are proud of our staff at OMHC and the accomplishments in Quality Improvement that have been achieved. We look forward to continuing to bring caring, quality healthcare to our community.