



# NEWS BRIEFS

Informational Newsletter for Wyoming Hospitals

Volume 45, Number 4

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## WHA Calendar:

WHA Board Meeting	1/28
Healthcare Effective Communication Webinar	2/12

## Other Events:

Blood Donor Month	1/2014
Wyoming Legislative Session Convenes	2/10



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## Wyoming Hospitality & Program Updates from Neil Hilton

Turning the calendar quickly to 2014, our Wyoming representation within the HRET Hospital Engagement Network program carries forward into its third year.

The program was originally designated as a two-year initiative and funded as such when introduced at the beginning of 2012. With CMS continuing in its degree of focus and attention on all aspects of quality improvement, clinical benchmarking and increasingly detailed analysis, the HRET program was offered to advance with an additional year of funding by CMS, with a new level of clinical challenge to be pursued.

The 2014 performance goals have been aggressively established by CMS, so we will continue to be pressed to maintain compliance and effectively contribute to the overall program performance of the HRET/HEN.

Strategic and operational planning has taken place, providing focus upon individual state work plans and quality improvement strategies to be assured for effective support the overall program goals as dictated by CMS.

The distinctive, yet supportive relationship between the HRET program and the fine efforts of Mountain-

Pacific Quality Health continue to serve us very well. As our state's QIO, Mountain-Pacific recently received their new 2014 work planning and goals as well. CMS directives for the QIO are framed as a multi-year plan, defining their "11th Scope-of-Work."

We continue to be in routine communication with the leadership of MPQH in furthering the personal and supportive relationship between our respective programs.

We clearly understand that expanded data collection and renewed goals again call for smart utilization of staff time and hospital resources.

Having been invited to take part in a medical staff retreat & strategic planning session with Star Valley Medical Center, I took the occasion to make several hospital stops on my route. With fresh hospital-specific HRET reports available to me, I scheduled time in Laramie, Rawlins, Rock Springs, the Castle Rock Clinic in Green River, Kemmerer and Afton to review the program.

This also provided great opportunity to talk through the roster of issues within the upcoming 2014 Budget Session of the State Legislature and a variety of other matters while gathered with the respective CEOs, CNOs, and a

wide variety of hospital staff members.

My personal thanks to each of these hospitals for their great work in furthering the HRET program in our state and their time and attention to all matters we were able to discuss – wonderful hospitality and excellent forums to have great dialogue at each and every stop!

The annual MPQH Infection prevention conference is set for April 30 – May 1 in Casper, with WHA again serving as a co-sponsor of this event.

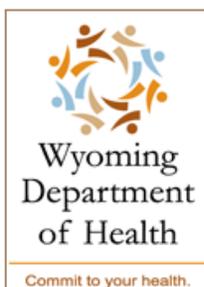
In addition, our HRET participant hospitals will have access to an Improvement Leader Fellowship program March 18-19 in Denver. We will encourage participation from our Wyoming hospital partners – a great opportunity nursing leaders and quality improvement staff to take part in this program.

The upcoming Legislative Session, our ongoing work in the Quality Improvement arena, and securing our agenda and planning for the Trustee Education Conference, set for May 17th in Casper, will certainly serve as key areas of focus as we work through the next couple of months – all very tangible efforts that lie directly ahead.

## MEMBER SPOTLIGHT



*Don't forget to send us a story about your hospital so we can feature you in our Member Spotlight*



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## SLMC Recognized for Patient Satisfaction/Quality Care

The South Lincoln Medical Center (SLMC) has been recognized for “excellence in quality” and “excellence in patient satisfaction.”

The recognition came from the National Organization of State Offices of Rural Health. The hospital was one of only three in the state recognized for patient satisfaction and one in just four honored for quality care.

A third party conducts patient surveys, and the re-

sults help quantify the excellent care provided to patients.

The recognitions are based on several factors. As far as quality goes, hospitals are graded on surgery and procedure complications, as well as readmissions.

According to Eric Boley, CEO of SLMC, “there is a big initiative by the federal government to do patient satisfaction surveys.

“We’re not required to do it,

but we chose to do that so we can improve the quality and care we give to our patients.”

“Our mission statement is to provide world class health care close to home, says Boley. “I know it’s a cliché”, but we really take it seriously...I think that shows in both patient satisfaction and quality care and I’m proud of my staff.”

## Healthcare Volunteers Sought to Help Wyoming

Doctors, nurses, emergency medical technicians and other healthcare providers are encouraged by the Wyoming Department of Health (WDH) to register with the recently upgraded Wyoming Activation of Volunteers in Emergencies (WAVE) volunteer management system.

“We encourage potential volunteers to register with WAVE prior to emergencies, so that when challenging events happen in Wyoming we will all be better prepared to respond,” said Andy Gienapp, Emergency Medical Services program manager with the Wyoming

Department of Health. “WAVE allows volunteer managers to verify identity, licenses, information and credentials before incidents, which can save precious time.”

Gienapp said both medical and nonmedical volunteers are sought for local volunteer groups to help during times of crisis and to support community health needs. Activities volunteers might find themselves involved with flu clinics, natural disasters and other emergencies, shelter support and local event support.

“Registering shows you are willing to volunteer, but

does not commit you,” he said. “When events occur, it will be up to you whether you are able to respond at that time.” Volunteers can also opt in to respond to other state, regional or national events as needed.

WAVE replaces the registry previously known as WYerOLL and offers several improvements to help volunteer managers who work with the system.

To learn more about WAVE or to register, please visit <https://volunteerwave.org> or contact Angelyn Mayes at [angelyn.mayes@wyo.gov](mailto:angelyn.mayes@wyo.gov).

## 2014 Emergency Management Conference

Registration is now open for the 2014 Colorado Integrated Emergency Management Conference.

This three-day conference will feature speakers from across the state on a range of topics from health and medical, emergency

management, to emergency medical response, law enforcement and fire.

The conference is designed to empower all emergency support functions to become better integrated risk managers in coordination with our preparedness

partners. Please visit [cema-colorado.com](http://cema-colorado.com) to find out more information and register for the conference.

Questions? Please contact Danyel Stewart, CHA Hospital Preparedness Program, 720-330-6042