

NEWS BRIEFS

Informational Newsletter for Wyoming Hospitals

Volume 48, Number 07

February 17, 2017

WHA Calendar:

CAH Flex Planning Meeting Cheyenne	3/14-3/15
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WHA CEO/Trustee Spring Meeting Casper, WY	5/19
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Other Events:

Legislature Begins	1/10
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AHA Annual Meeting Washington DC	5/7-5/10
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KEPRO Updates

In December 2016, KEPRO received an award from CMS for its health care quality improvement work and unprecedented impact on patient safety in hospitals across the United States.

Because of the collaborative work done by KEPRO and other partners, 87,000 lives have been saved, 2.1 million fewer patient harms have occurred, and there has been a cost savings of \$19.8 billion.

"We're honored to receive this award," stated Gayle Smith, Vice President of Federal Programs. "But this award goes beyond KEPRO. It honors all of those that we work with - providers, partners, and Medicare beneficiaries. Together, we are improving the Quality of Care throughout the country."

Immediate Advocacy is an informal process in which KEPRO acts as a liaison for a Medicare beneficiary to quickly resolve an oral complaint. Below is an example of a KEPRO success story.

A Medicare beneficiary's husband contacted KEPRO with concerns about his wife's plan of care and treatment in the hospital. They had tried several times to reach the admitting physician, but they were unable to get a response.

The doctor saw her briefly at admission; however, she

had not been back since and had not returned their calls. They also tried to go through the nurse to reach the doctor, but she also had not returned their calls. They wanted to know their options for treatment and what palliative decisions they needed to be considering but had not been able to get any direction; therefore, the husband contacted KEPRO.

The KEPRO Intake Specialist contacted the hospital QIO Liaison and advised her of the request for advocacy intervention. The QIO Liaison stated that she would have the Patient Advocate or someone in Case Management speak with the beneficiary and her husband and go over their concerns. She advised that KEPRO would be contacted with the resolution. The Intake Specialist received a call back from the hospital. The Associate Chief Nursing Officer and the Hospital Administrator had been in to speak with the family. The attending physician was not on call, so the rounding partner spent time with the beneficiary and her husband going over the plan of care.

The KEPRO Intake Specialist then left a message for the beneficiary's husband to let him know that the intervention was complete.

Save the date for a BFCC-QIO webinar! They will be offering information and assistance to providers, patients, and families regarding beneficiary complaints, discharge appeals, and Immediate Advocacy.

During the webinar, KEPRO representatives will present an overview of the role of the BFCC-QIO and the services provided.

The webinar will be held March 30, 2017, from 2 p.m. - 3 p.m. Speakers will be Lesa Allen-Gaither, Outreach Specialist, KEPRO; Shiva Mumtazi, Outreach Specialist, KEPRO.

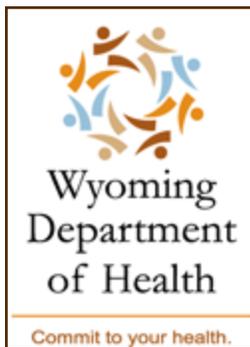
To register visit <https://qualitynet.webex.com/mw3100/mywebex/default.do?siteurl=qualitynet>

KEPRO is the Medicare Quality Improvement Organization for Wyoming, working to improve the quality of care for Medicare beneficiaries.

Our apologies to Rex Gantenbein, Trustee for Iverson Memorial Hospital who had his name misspelled in last week's Newsbriefs.



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



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SJMC Receives Grant for Nutrition Programs

St. John's Hospital Foundation recently received a \$50,000 grant from the Walmart Foundation to fund healthy eating programs offered by St. John's Medical Center. St. John's was selected because of the Walmart Foundation's interest in community programs that improve nutrition.

"Community wellness is part of the mission of St. John's Medical Center. We now offer many nutrition education pro-

grams for the general public and provide more options for healthy eating at the hospital for our patients, visitors and staff," noted wellness director Julia Heemstra. "It's gratifying to be recognized for the quality and impact of these programs." New programs include:

- A variety of nutrition programs, support groups, and wellness coaching with St. John's registered dietitian Tenley Burlingame.
- Registered dietitian and diabetes educator Sarah Peterson offers outpatient nu-

trition counseling, facilitates the weight management support group, and leads the 16-week Diabetes Prevention Program

- Meals with a Mission, launched in 2016, prepares and delivers healthy meals to oncology patients and their caregivers

According to Heemstra, "The changes we've made have helped our employees, our patients, and our visitors—and are part of the reason that Choices Café was named Best Ninja Salad Bar in 2015!"

New Leader Selected for DOH Aging Division

Lisa Osvold is joining the Wyoming Department of Health (WDH) as the new senior administrator of the department's Aging Division.

Osvold is currently deputy director of the Wyoming Department of Workforce Services, a position she's held for 11 years.

Osvold is excited to take on a role where she can work directly with

programs intended to help Wyoming residents. "Our state's older adults deserve representation and the best possible service we can offer whether through community-based programs or in the state facilities operated by the department," she said. "At the same time, patients need to know we're helping ensure all of Wyoming's healthcare facilities are being operated safely."

The WDH Aging Divi-

sion includes the Community Living Section and the Office of Healthcare Licensing and Surveys, as well as the Wyoming Pioneer Home in Thermopolis, the Wyoming Retirement Center in Basin and the Veterans' Home of Wyoming in Buffalo.

Osvold replaces Heather Babbitt as senior administrator. Babbitt has accepted the position of operations administrator for the Behavioral Health Division.

Wyoming In 100 Top Rural and Community Hospitals

Wyoming has three hospitals who made the list for the 2017 Top 100 Rural & Community Hospitals in the U.S., according to The National Rural Health Association's Rural Health Policy Institute, iVantage Health Analytics and The Chartis Center for Rural Health.

The release of the top 100 rural and community hospitals this year expands on research presented as part of the 2017 Rural Relevance Study: Vulnerability to Value from The Chartis Group.

The hospitals that are named to this list are top performers in managing risk, achieving higher quality, securing better outcomes,

increasing patient satisfaction and operating at a lower cost than their peers, according to the report.

The three Wyoming hospitals are:

Campbell County Memorial Hospital (Gillette)
SageWest Healthcare (Riverton)
Sheridan Memorial Hospital (Sheridan)