Ozarks Medical Center Earns “A” Grade for Patient Safety in Fall 2016

Leapfrog Hospital Safety Grade

New Leapfrog Hospital Safety Grades, which assign A, B, C, D and F letter grades to hospitals nationwide and provide the most complete picture of patient safety in the U.S., were announced today by The Leapfrog Group, a national patient safety watchdog. Ozarks Medical Center (OMC) was one of 844 hospitals to receive an “A”, ranking among the safest hospitals in the United States.

“OMC is continually implementing new and advanced processes and we are seeing results,” stated Tom Keller, President and CEO of Ozarks Medical Center. “Earning an “A” grade from Hospital Safety Grade means we are one of the safest hospitals in the United States.”

“Protecting patients from harm is the most important charge for any hospital,” said Leah Binder, president and CEO of The Leapfrog Group. “We recognize and appreciate ‘A’ hospitals’ vigilance and continued dedication to keeping their patients safe.”

Developed under the guidance of an Expert Panel, the Leapfrog Hospital Safety Grade uses 30 measures of publicly available hospital safety data to assign A, B, C, D and F grades to more than 2,600 U.S. hospitals twice per year. It is calculated by top patient safety experts, peer-reviewed, fully transparent and free to the public.

To see OMC’s full grade, and to access consumer-friendly patient tips for staying safe in the hospital, visit www.hospitalsafetygrade.org or follow The Leapfrog Hospital Safety Grade on Twitter or Facebook. Consumers can also download the free Leapfrog Hospital Safety Grade mobile app for Apple and Android devices.

About The Leapfrog Group

Founded in 2000 by large employers and other purchasers, The Leapfrog Group is a national nonprofit organization driving a movement for giant leaps forward in the quality and safety of American health care. The flagship Leapfrog Hospital Survey collects and transparently reports hospital performance, empowering purchasers to find the highest-value care and giving consumers the lifesaving information they need to make informed decisions. The Leapfrog Hospital Safety Grade, Leapfrog’s other main initiative, assigns letter grades to hospitals based on their record of patient safety, helping consumers protect themselves and their families from errors, injuries, accidents, and infections.
OMC awarded its first DAISY Award to Quintin Adolphson, LPN for his heroic efforts on July 3, 2016. His nomination form reads: “Quintin entered his patient’s room to find the patient and the patient’s bed engulfed in flames. Quintin attempted to extinguish the fire on the patient with his bare hands, carried the patient to a vacant room, then went back to the room in flames and continued to attempt to extinguish the fire and contain the flames. In the process he obtained burns to his hands. He then also aided in the patient’s rapid response process and assisted staff in evacuating 2 South patients to 2 North instantly resuming patient care, rounding and medication pass. Once patients were out of harm’s way, only after being told multiple times by supervisors to seek medical attention, did Quintin go to the ED for his own burns. After being treated, he called the floor to offer assistance. Throughout this emergency, Quintin maintained a positive and professional attitude. His patients and his team are always his first priority in each shift that he works.

Nominated by: Shannon Kiefer, RN, Charge Nurse, 2N
New Coworkers at Ozarks Medical Center!

Meet the latest new hires to come through Orientation:

Front Row:
Tammy Jacques, 2 South
Rachel Flowers, Rehab
Amy Smith, Home Health
Lisa Garner, Home Health
Sandy Phipps, Float Pool

BackRow:
Amavel Haskew, Home Health
Janie Livengood, Nutrition
Susan Rowland, ED
Megan Bryant, ED
Summer Freeman, BHC
Derrick Carroll, BHC
Weekly Senior Leadership Report

Administrator on Call Hand-off - Pam Lee handed off to Connie Schott. There were two calls that were discussed.

Good News Stories – Tom Keller reported that OMC received an "A" rating from Hospital Safety Grades, which is a national third party patient safety watchdog organization. Tom noted that teamwork and attention to detail by physicians, nurses, clinical staff and IT, along with the entire organization's focus on safety, is continuing to improve our quality of care. Kurt Abbey announced that the first ever OMC Daisy Award for Nursing was presented on Saturday Oct 29 to Quintin Adolphson, LPN.

Recognitions – Kurt recognized Heather Hill, Chronic Care Management Coordinator, for going an 'extra mile' to make sure a patient's prescription was to the OMC Pharmacy before it closed. He recognized the work of Kim Shaw and the Nurse residency committee.

Upcoming Calendar Items – Tom reported that MHA conference is Thursday and Friday. West Plains and Mountain Grove Chamber meetings Nov. 3, Taste of Missouri WP Rotary event Nov. 5 at Civic Center, SL Planning Session all day Nov. 8 and Board Planning Meeting Nov 9 at 4pm. Leadership Team will be Nov. 10.

Flu Shots – Connie reported that 838 OMC coworkers have had the flu shot so far.

IT/CIO Update - John Wilcox presented the monthly IT update. Work teams for review of EHR and patient portal software are being established and John will present the work plan at the November 10 Leadership Team meeting.

2016 Community Health Needs Assessment: - Gay Stover led discussion of the final steps toward completion of the 2016 CHNA.

Vendor Presentation– SL reviewed a proposal presentation for a direct mail magazine to households in our seven county service area. The vendor will respond to additional questions and SL asked Gay to bring additional information in January 2017.

It is time for our annual patient safety culture survey! The survey is live and will be available for three weeks. We want to hear what is important and how we are doing from each of YOU. We have something NEW for the clinics this year! This year the clinics will be able to take the medical office patient safety culture survey. This survey is tailored to the workflow and processes in the clinics. The links will be available on the portal under the patient safety page.

WE NEED YOUR INPUT

Complete the online Survey on Patient Safety Culture TODAY!

Mary Fine,
RNBC, CPPS,
Director of Quality
Ext. 6155
Pumpkin Carving Contest Winners

Congratulations to the following departments in the Annual Pumpkin Carving Contest:

1st Place: Nutrition Services
2nd Place: Heart Care Services
3rd Place: Quality Department

Thank you to all who entered and congratulations to the winners! Winners please contact Michael Kenny for prizes at extension 6722.

OMC Veteran employees are invited to help decorate the OMC Veteran’s Day Float for the Veteran’s Day Parade on Friday, November 11. OMC Veteran employees are also invited to ride on the float in the parade. For more information or to sign up to ride the float, contact Dianne Hoover at 417-293-9969.

Flu Vaccine Still Available

Flu vaccine is available free of charge for OMC coworkers. Be sure to complete the NetLearning module to learn the facts about flu vaccine. The vaccine is available through Employee Health.

Thank you to the 838 coworkers who have already taken this important step to protecting OMC patients, visitors, and coworkers.

November 4, 2016

2016 Holidays Remaining
Thanksgiving
Thursday, November 24, 2016

Christmas Day
Sunday, December 25, 2016
Administrative offices and clinics will observe the Christmas holiday by being closed on Monday, December 26, 2016.

2017 Designated Holidays

New Year’s Day
Hospital and Urgent Care Clinic
Sunday, January 1, 2017

New Year’s Day
Administrative
Monday, January 2, 2017

Memorial Day
Monday, May 29, 2017

July 4th ~ Independence Day
Tuesday, July 4, 2017

Labor Day
Monday, September 4, 2017

Thanksgiving*
Thursday, November 23, 2017

Christmas Day*
Monday, December 25, 2017

Notes:
In 2017, New Year’s Day falls on Sunday. Administrative offices and clinics will observe the New Year’s Day holiday by being closed on Monday, January 2, 2017. All Administrative offices and most Clinics will be closed on each of the designated holidays. Coworkers are expected to use PTO or ETO to be paid for the holiday. Any Clinic or Administrative office that plans to be closed on the Day before July 4th Independence Day and/or the Day After Thanksgiving, Friday, November 24 will need to have prior approval from the appropriate Vice President.

*Coworkers who work on Thanksgiving Day or Christmas Day will receive holiday pay.

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Mark your calendar for the Annual Holiday Party on December 8...more details soon.

Go ahead and peek...everyone will receive an unrestricted gift card this year!

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Service

Corporate Compliance Word Scramble 2016
Return the Word Scramble to Jo Wagner by November 25 to be entered into a drawing!

TCCOINF FO TISNETRE

Clue: Situation that comprises or appears to compromise delivery of care

HTLNEIO MBEUN

Clue: Extension 5885

PRATERCOR ECOCMNAPIL

Clue: Formal program specifying organizations' policies, procedures and actions to help prevent and detect violations of laws and regulations.

ECDO FO TCCOUND

Clue: Also known as code of ethics

OJ GWREAN

Clue: OMC Corporate Compliance Officer

DFRUA NAD SEAUB

Clue: Wrongful or criminal deception intended to result in financial or personal gain

AWL KSTAR

Clue: Prohibits physician self-referral

THEAHL IENCNSARU YPTORAILIB NAD AYTCCIUL-NITABO CAT

Clue: HIPAA

VERNE

Clue: When is it OK to look at a patient's information whose care you are not directly involved in?

EFSAL SCLMAI TCA

Clue: Law that makes it a crime to knowingly make a false record or file a false claim which is funded directly or in part by the U.S. Government

Corporate Compliance Survey
You should be receiving a Corporate Compliance Survey from Survey Monkey on November 1.
- It should take you less than 5 minutes to complete
- It is very important that you complete this survey completely and honestly.
- I will be following up with all responses that indicate there may be any concerns by the end of 2016.
- The survey will be closed on 11/30 so please complete the survey prior to that date.
- Your input is valued and I want to hear from each and every one of you.
- This survey only occurs once a year, so remember, if you have any concerns any time throughout the year, contact me at ext 5885.
- For those of you who have staff that do not have e-mail, please print out and have your staff complete on hard copy and send via in house mail back to me.

Thank you,
Jo Wagner, RN, BSN, ACM
Documentation Integrity Director, ext. 5931

Fire Extinguisher Training
The West Plains Fire Department and OMC Security will offer fire extinguisher training for all OMC employees. The training will begin at 9 a.m. Wednesday, November 09, 2016 located behind the Parkway Classroom, North of the propane tanks. All employees on the Fire Brigade are required to take the fire extinguisher training. All other employees are encouraged to attend. Please add this date to your calendars. Thank you and have a great day.

Retha Evans, Communications/Security Manager
417-256-9111 ext. 7051

Awesome and amazing God, you go to the depths of love and the heights of caring for us. You sing to us in the beauty of each dawn. You walk with us each day. You bless us each evening and you hide us under the shadow of your wings each night. Remind us, Great God to sing your praises each day. Amen.
Weekly Prayer brought to you by the OMC Chaplains.
You Rock!
These individuals’ You Rock cards were shared with Public Relations:

Delores McGee ~ OPS
“Just wanted to say Thank you for your willingness to help in PACU last week when we were so busy and short staffed. We really appreciated the help! You Rock!”

Les Cottingham ~ OPS
“I really appreciate your help in PACU while we’ve been short staffed! You were so awesome to just step in and start charting and taking care of our patients in Recovery when we were slammed! Thanks a bunch! You Rock!”

Patsy Rader ~ Nutrition
“Due to my unexpected egg allergy, Patsy took the time to investigate what I can/cannot eat when I go to eat at the cafeteria. I appreciate her taking the extra time/steps to make sure needs are met even to a coworker.”

Sonya Curtis ~ Surgery
“Sonya Curtis is an extraordinary person. She is a RN for Surgery Dept. A coworker who lives alone with no family close by, had to undergo back surgery on August 18 that had to be put off until it was impossible to put off due to the fact that he did not know what he was going to do for care after surgery. Sonya invited him to stay at her home and care for him through his recovery process. She did this for a coworker! Surgery was possible because of Sonya’s care, compassion and kind heart. Other coworkers are pitching in with food and assistance. Kudos to Sonya. I’m proud to call myself her friend!”

Randall Romans ~ Plant Ops
“Randall played a vital role for installing the new PRI connection between the hospital PBX and the Cisco VoIP system. Without his assistance, completing this project would have been very difficult.”

Kate Farmer ~ Social Services/Discharge Planning
“Kate is always amazing at what she does. She interacts with the patients well and has a great attitude. I love working with her and appreciate her positive attitude and professionalism.”

Misty Rogers ~ 2 South
“She is awesome at her job and takes such good care of her patients. She's trustworthy and dependable and truly an amazing CNA! Thank you for always going above and beyond for your nurses and patients. It doesn't go unnoticed!”
Identifying the Patient
Please review Identifying the Patient P&P with all your staff.

Check the chart, the requisition, etc., against the patient’s bracelet to make sure the full name and date of birth agree. If there is no bracelet ask the patient to state their full name and date of birth. This starts when the patient hits the doors of any area of the organization and is a repeat process until the patient leaves the organization.

So, if I come in as a patient DO NOT ask me if I’m Dona. Say something like “for patient safety purposes I need you to state your full name and date of birth.” This is extremely important!

Thanks,
Dona Paschall, RN, Director of Risk Management
417-257-6728 • dona.paschall@ozarksmedicalcenter.com

I. PURPOSE:
To provide a standardized method of patient identification.

II. POLICY:
The policy at OMC is to confirm patient identification prior to tests (which includes drawing blood, etc), treatment, medications, or procedures.

III. Procedure:
A. Patients with identifying wrist bands.
   1. Tell the patient that for patient safety purposes you need to check his/her armband prior to test, treatment, procedure or giving medications.
   2. Compare complete full name and date of birth on wrist band to the full name and date of birth on the requisition, MAR, etc.
   3. In addition, call the patient by name (Mr. or Ms. ____), when explaining what test or procedure you plan to do.

B. Patients without identifying wrist bands.
   1. If the patient is sitting in a waiting room, call the patient by his/her first name (to protect patient privacy) to take them to a test or treatment room (or by another method if patient desires).
   2. Once the patient is in a private area, tell the patient for patient safety purposes you need to have him/her state his/her full name and date of birth prior to test, treatment, etc. so you may compare it to the chart, requisition, etc.

C. Exceptions to A and B:
   1. If the patient is unable to identify self and or wrist band is not present ask a family member, friend or staff care provider the patient’s full name and date of birth.
   2. Identifying the Patient 8140.1172 Page 2 of 2
   3. If patient is unable to give date of birth ask for personal ID—driver’s license, non-driver’s ID, etc.
   4. Use the unidentified person’s band in trauma, etc.
   5. Use the patient’s photograph taken by OMC, any type of picture ID, or other ID if unable to obtain complete identification from the patient/family.

D. Containers used for blood and other specimens are labeled at the time of collection and in the presence of the patient (JC NPSG 1A.5).
Volunteer for Bell Ringing

It's Bell Ringing Time! OMC has volunteered to ring the bell for the Salvation Army on Saturday, December 17 at Wal-Mart. We will have an OMC representative at both Wal-Mart entrances from 10 a.m. to 8 p.m. Shifts are 1 hour. You are welcome to bring family members to help you! Please email melissa.smith@ozarksmedicalcenter.com to reserve your time!

OMC Winona Hosted Cooking Demonstration

Chris Henson, MS, RD, LD recently provided education to Chronic Care Management patients and visitors at the Winona Senior Center in Winona. He discussed the importance in reducing your salt intake when managing hypertension. He prepared two healthy veggie wrap options, provided each person attending with recipes to take home, and helpful information for reading labels. This event was hosted by Ozarks Medical Center – Winona. Windy Horton, LPNII, Chronic Care Management Nurse coordinated the event.

FORUMS November 16 & 17

Forums will be presented November 16 and 17 in the Parkway conference center. There will also be two evening sessions in the cafeteria on Thursday at 9:00pm and 10:30pm. This is the same schedule we’ve followed for the February, May and August Forums in 2016.

Session times:
Wednesday 7:15am | 10:00am | 1:00pm | 3:00pm
Thursday 9:00am | 1:00pm | 9:00pm | 10:30pm

The theme is, A Long-Term Perspective on Our Future – Moving Forward Together. Topics will include the strategic plan, employee recognition and engagement, finance and IT updates, and other important information. There will be a PowerPoint (about five minutes in length) running on a continuous loop prior to each forum session. The pre-session presentation will start about 30 minutes in advance and stop about 5 minutes before the session start time. This presentation includes pillar information in a similar format to previous forums.

There will be a refreshment table with light snacks and door prizes at each session.

Please remember to print your name legibly as it appears in Net Learning on the sign-in sheet. Please be aware that sign-in sheets will be collected promptly at 5 minutes past the session start time. Your assistance with this is most appreciated. There will be sign-in tables at the front entrance to the Parkway classrooms and in the back hallway for those that enter through one of the rear entrances on the west side of Parkway.

Please contact me with any questions or if I can assist in some other way. Please print and post this reminder for those staff that do not have email.

Thank You!
Steve Culver
OMC Cafeteria Hours

**Monday-Friday**
Breakfast: 7:00 a.m. - 9:00 a.m.
Lunch: 11:00 a.m. - 1:00 p.m.
Snack Bar: 1:30 p.m. - 4:00 p.m.
Dinner: 4:00 p.m. - 8:00 p.m.

**Holidays & Weekends**
Breakfast: 7:00 a.m. - 9:00 a.m.
Lunch: 11:00 a.m. - 1:00 p.m.

Employees receive a 20% discount on most items in the cafeteria. (Menu subject to change without notice.)

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**LUNCH MENU**

- Chicken Jambalaya
- Blackened Catfish
- Red Beans & Rice
- Okra & Tomatoes
- Fried Chicken Sandwich
- Vegetable Beef Soup

**SNACK BAR**

- Warm Soft Pretzels with cheese sauce & mustard

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**NOV 7**
- Pineapple Arctic Char
- Homestyle Beef Stew
- Macaroni & Cheese
- Grilled Chicken Sandwich
- Baked Stuffed Potato Soup

**NOV 8**
- 6 Chicken Wings for $3.00
- Tacos Bar with shredded lettuce, cheddar cheese, pico, diced onion & salsa

**NOV 9**
- Barbecue Chicken with chili, cheese sauce & 25¢ fountain drinks
- Garlic Roasted New Potatoes
- Sugar Snap Peas
- Black Bean Burger
- Wild Mushroom Bisque

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**NOV 11**
- Pesto Tilapia BBQ
- Beef Barbacoa Chicken Sliders
- Garden Rice
- Lyonnaise Squash
- Crispy Fish Sandwich
- Clam Chowder $1.00 each

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**Click here for free weekly fitness opportunities & gym discounts**

**Click here for the complete meetings calendar and calendar of events**

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**What’s happening at OMC**

**November 4 - Taste Of Missouri • 5:30-8 p.m. at West Plains Civic Center**
Fundraiser for West Plains noon Rotary. $25 buys sample of area food, beer and wine. OMC is a sponsor. Call 257-4096 for more information.

**November 8 - Heart Saver Infant CPR • 6-8 p.m., Ozarks Medical Center**
Covers basic resuscitation skills on an infant. Recommended for the third trimester of pregnancy or after infant birth up to one year. Call 417-256-9111, extension 6440 to register or for more information.

**November 9 - Smoking Cessation Classes • at the OMC Pulmonary Rehab, Shaw Medical Building, 1111 Kentucky Ave.**
Free eight-week Smoking Cessation Classes are offered. Registration is required and space is limited. Call 417-257-5959, extension 6905.

**November 15 & 17 - Prepared Childbirth Classes • 6-8:30 p.m., Ozarks Medical Center, West Plains**
Recommended during the second trimester of pregnancy, this class covers breathing, relaxation, support, labor/delivery and C-Section. Call 417-256-9111, extension 6440 to register or for more information.

**November 16 - FORUMS • 7:15 a.m. • 10:00 a.m. • 1:00 p.m. • 3:00 p.m. at Willard Hunter Classroom, OMC Parkway Center**
Staff members are required to attend two Forums each year. Out-of-town clinics can connect through Go To Meeting.

**November 17 - FORUMS • 9:00 a.m. • 1:00 p.m. at Willard Hunter Classroom, OMC Parkway Center, West Plains**
9:00 p.m. • 10:30 p.m. at the OMC Cafeteria, West Plains
Staff members are required to attend two Forums each year. Out-of-town clinics can connect through Go To Meeting.

**November 16 - Health Screening • 8-11:30 a.m., at the Thayer Medical Clinic, 300 Warmfork Road, Thayer**
OMC Laboratory Services will conduct low-cost lab health screenings. No appointment necessary. For more information, call 417-926-6563.

**November 16 - Multiple Sclerosis Support Group • 4:30 p.m. at the Shaw Medical Building, 1111 Kentucky Ave.**
This group meets the third Wednesday of each month. For more information on this support group, call EZ Niles at 256-1798.

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**Daily: Salad Bar, Sandwich Bar, Pizza, Desserts**