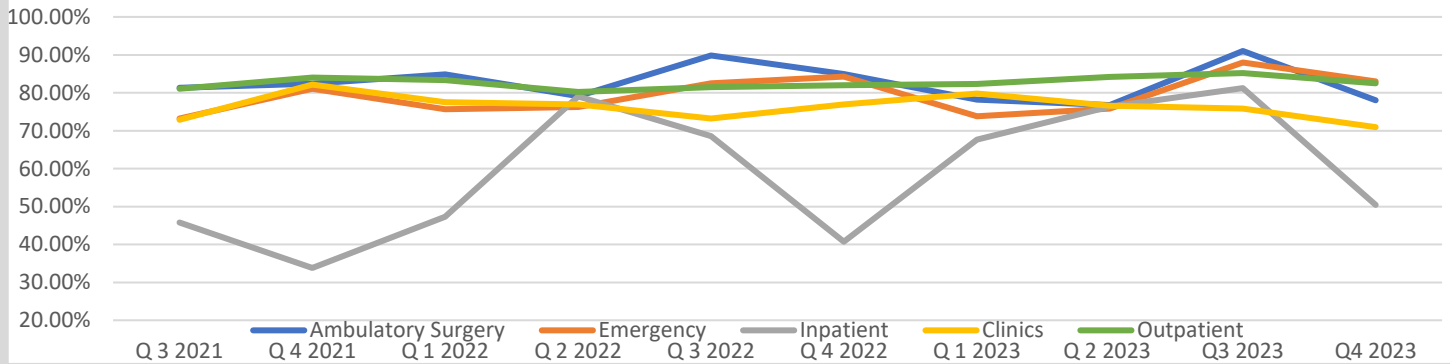


Patient Satisfaction

Ensure excellence in all aspects of the patient experience across the continuum of care

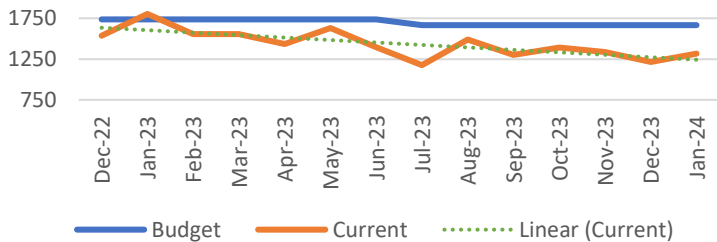
Top Box Patient Satisfaction Scores



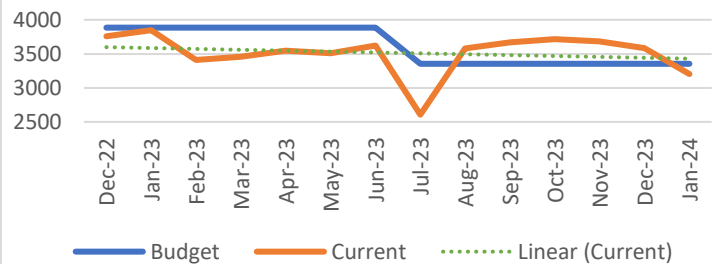
Growth

Evaluate and support services and projects that meet the needs of the community

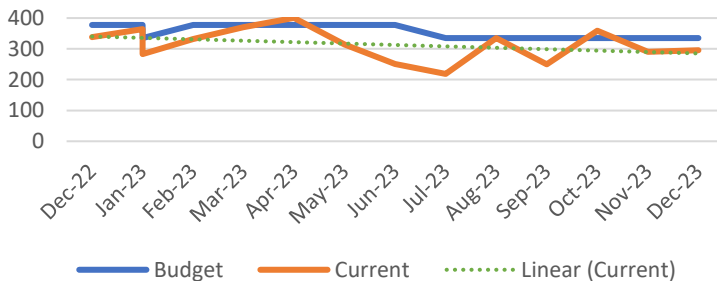
RHC Visits



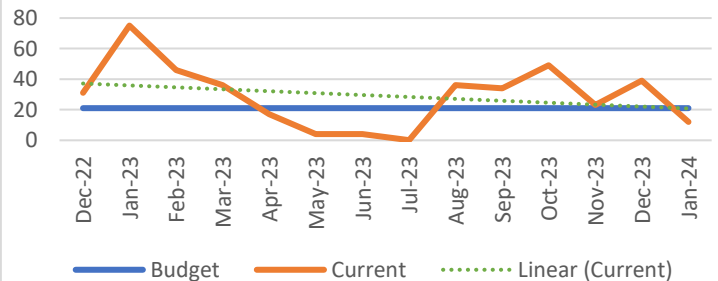
Outpatient Visits



Specialty Clinic Visits



Swing Bed Days



Outpatient/Infusion: New service



Brandy Summers RN
5 yrs



Rachel Lames RN
6 yrs

- Both received training and are now able to provide the following services:
 - PICC line insertion
 - Midline insertion
 - Ultrasound Guided IV insertion



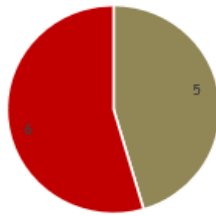
Fall Prevention Program

Why Change?

Calendar Year 2023 Fall Data

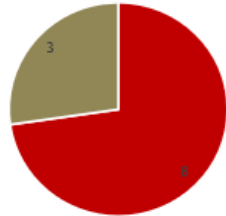
11 patient falls

Assisted versus unassisted



Assisted Unassisted

Circumstances



Involved Toileting Did not involve toileting

Circumstances involving toileting



Assisted Unassisted

5 High-Priority Interventions for Fall Prevention

Early Mobility	BUS STOP Check	Visual Displays	Huddles	Purposeful Rounds
<ul style="list-style-type: none"> ➤ Patient & family education ➤ Ambulate 4 x per day <i>unless contraindicated</i> ➤ Record on White Board ➤ Document in Record 	<ul style="list-style-type: none"> ➤ Bedside Shift Report 	<ul style="list-style-type: none"> ➤ Days Without Falls <ul style="list-style-type: none"> ➤ Huddle Board ➤ Hallway ➤ Safety Huddle ➤ Patient Visual Indicators <ul style="list-style-type: none"> ➤ Bracelet ➤ Socks ➤ Blanket 	<ul style="list-style-type: none"> ➤ Incorporate Fall Information ➤ Focus on Patient Safety - Ask Open-Ended Questions <ul style="list-style-type: none"> ➤ Who's at high risk for falls? ➤ Who call tell me our falls safety interventions? <ul style="list-style-type: none"> ➤ *Refer to Policy ➤ How many days without falls? 	<ul style="list-style-type: none"> ▪ Hourly Days ▪ Every Two Hours Nights ➤ Pain ➤ Position <ul style="list-style-type: none"> ➤ Assist to chair or bed/reposition ➤ Potty <ul style="list-style-type: none"> ➤ Offer toileting at each rounding ➤ Check and change if incontinent ➤ Possessions <ul style="list-style-type: none"> ➤ Personal belongings and call light in reach ➤ Periphery <ul style="list-style-type: none"> ➤ Clear room of slip/trip hazards

