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## The HealthInsight Quality Award

Since 2004, *HealthInsight* has recognized Medicare-certified providers for demonstrating high quality health care and excellence in performance on publicly reported quality of care measures. Quality of care measures come from patient information that is collected from home health agencies, nursing homes, and hospitals. These measures provide one piece of information that consumers can use to decide how well providers care for their patients.

*HealthInsight* congratulates all of the award recipients of 2009.

## Nevada Hospital Quality Award Recipients

St. Rose Dominican Hospitals - Rose de Lima Campus  
Mesa View Regional Hospital

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Val Baciarelli, CEO of St. Rose Dominican Hospitals - Rose de Lima Campus



(from left to right)

Deborah Huber, *HealthInsight* VP of Nevada Programs and Sue Connelly, CEO of Mesa View Regional Hospital



Happy staff from Mesa View Regional Hospital

## Utah Hospital Quality Award Recipients

Ashley Regional Medical Center  
 Dixie Regional medical Center  
 Mountain View Hospital  
 Mountain West Medical Center  
 Orem Community Hospital  
 Sevier Valley Medical Center  
 The Orthopedic Specialty Hospital  
 Timpanogos Regional Hospital



(from left to right)

Kelly Duffin, CEO, Mountain West; Paula Riley, Nurse Manager, TOSH; Si Hutt, CEO, Ashley Regional; Kimball Anderson, COO, Mountain View; David Clark, Urban South Region VP, Intermountain Healthcare; Gary Beck, CEO, Sevier; Evan Christensen, QI Director, Sevier; Chris Coons, Southwest Region VP, Intermountain Healthcare; Darren Obray, Surgery Manager, Sevier; Marc Bennett, CEO, *HealthInsight*; Kevin Johnson, CEO, Mountain View

## Ashley Regional Medical Center A Story of Success

Ashley Regional Medical Center is tucked into the Eastern most corner of the state of Utah in the beautiful Uintah Basin. Quality healthcare has always been a focus for the facility, but since becoming Joint Commission Accredited in 1993, quality care has been taken to a higher level.

*HealthInsight* has been instrumental in providing information on the quality processes or core measures that CMS provides. Ashley Regional decided on a team approach to these specific quality measures. The team meets once a month and reviews the current scores for each of the core measures. The goal is always 100 percent in every measure, and although this is an ambitious goal, we recognize that making sure each and every patient receives the standard of care is important. Action plans are developed each month to improve any lagging scores. Also, our core measures results are shared with our Medical Executive Committee and Medical Staff departments at each meeting. Occasionally a one-on-one meeting with a specific physician or staff member is needed to discuss the quality measures and the importance of meeting those measures for the good of our patients.

Further, providing quality care is one of the High Five principles of LifePoint Hospitals, parent company of Ashley Regional Medical Center. As such, core measures results are a regular part of monthly operations meetings with division leadership and is central to LifePoint's measuring and monitoring of individual hospital performance in the area of quality. Si Hutt, hospital Chief Executive Officer states, "Having the resources a national company, the attention of local physicians and hospital staff members, and the support of *HealthInsight* has combined to improve the quality we provide to each of our patients."

There have been instances where the action plans have failed to improve performance, and then the issue is revisited and new plan created. Input from staff is solicited to drill down to the root cause of any drop in the quality measures.

One of the most important lessons we learned is that the staff needs to know the "why" behind the quality measure. In educating our staff, Ashley Regional strives to answer the question, "Why does that particular measure improve the outcome for that pneumonia patient?" Once the staff understands the importance of the measure, they are usually on board and actually champion the cause. "It's been amazing to see the culture change as our nursing staff has embraced the quality measures from the Joint Commission and CMS," stated Mark Holyoak, Chief Clinical Officer. "The bottom line has always been good patient outcomes, and following these measures is an important piece of that puzzle."

Ashley Regional is proud to be the recipient of the *HealthInsight Quality Award* and shares that honor with the staff and physicians who make it happen everyday for every patient.

## Nevada Nursing Home Quality Award Recipient

Highland Manor of Mesquite



(from left to right)

Charles Perry, Executive Director, Nevada Health Care Association; Rosa Paucar, Director of Nursing, Highland Manor of Mesquite; James Sullivan, Administrator, Highland Manor of Mesquite; Kevin Kennedy, VP of Nevada Operations, *HealthInsight*

## Utah Nursing Home Quality Award Recipients

Alpine Valley Care Center  
 Christus St. Joseph Villa  
 Four Corners Regional Care Center



(from left to right)

Bruce Allison, Administrator, Alpine Valley; Karie Jones, Director of Nursing, Christus St. Joseph Villa; Kathleen Lyman, Director of Nursing, Four Corners Regional Care Center

## Utah Home Health Quality Award Recipients

Alta Meadows Home Health Care  
 At Home Health Care  
 BlueStar Home Health  
 Canyon Creek Home Health  
 Caregiver Support Network  
 Central Vally Home Health

Envision Home Health and Hospice  
Gunnison Valley Home Health  
Harmony Home Health and Hospice  
Haven Home Health  
Integrity Home Health and Hospice  
Intermountain Homecare of Logan  
Love Home Health  
Millcreek Home Health  
Primrose Home Health and Hospice  
South Davis Home Health  
Southern Utah Home Care  
Specialty Nursing Services  
Summit Home Health  
Sunrise Home Health  
Superior Home Care  
Total Knee and Hip Rehabilitation



## Envision Home Health and Hospice A Story of Success

Envision Home Health and Hospice is a local home health agency in Orem that serves Utah, Salt Lake, and Carbon counties. In May 2009, Envision Home Health and Hospice received a 2009 *HealthInsight Quality Award*. One of the criteria for receiving an award is ranking in the national 90th percentile on eleven publicly reported measures. Because Centers for Medicaid and Medicare (CMS) focuses strongly on reducing the number of patients who have to be admitted to the hospital, that specific measure is weighted equally with the average of the other measures combined. Reducing acute care hospitalization is a continuing priority for agencies, nationwide,

To address this issue, Envision Home Health staff have implemented the Best Practice Intervention Package - Hospital Risk Assessment that was first posted on Home Health Quality National Campaign web site and is now available on QualityNet. This comprehensive package provides training materials for the whole clinical team: an acute care hospitalization risk assessment, provider communication strategies, and tools for interventions. At Envision, a "start of care" interdisciplinary team conference is convened within 24 hours for every patient. As a team, they complete the hospital risk assessment form from the intervention package to profile the patient's risk factors. Based on this assessment, the team develops interventions needed to keep the patient safe and out of the hospital. For continuing quality improvement, a root cause analysis is done on any unplanned hospitalizations or undesirable outcomes in order to determine any gaps in care processes.

"Implementing this Best Practice Intervention Package for reducing acute care hospitalization has benefited our other outcome measures as well", says Sherie Stewart, COO. Envision's acute care hospitalization rate is well below the national average as well as the state average. We congratulate Envision Home Health and Hospice on their great work.

Coming Soon  
Physician  
Office Quality  
Award



In January 2010, *HealthInsight* will recognize physician office practices for their effective use of health information technology, patient care management practices, as well as reporting of and exemplary performance on nationally-recognized quality of care measures.

*Quality Award Newsletter* is published once a year by *HealthInsight*, a non-profit community resource for healthcare improvement since 1974, with offices in Salt Lake City and Las Vegas. Your contributions to this periodical are encouraged. Contact Dana Hawes at [dhawes@healthinsight.org](mailto:dhawes@healthinsight.org) for additional information.

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