

Methods of Success

Page Hospital

Due to our small size, we have three medical staff committees who are responsible for the oversight of quality at Page Hospital.

We have a CQI/UR Committee that is made up of the chief of staff and physician representatives from QI, ED, Surgery, Radiology and Family Practice. Our UR Advisor also sits on this committee along with the CEO, Quality Coordinator/UR Nurse, and Medical Staff Coordinator.

Page Hospital has 13 full-time physicians on staff and 34 physicians with courtesy privileges. Medical Staff membership primarily consists of family practice physicians with OB privileges. We have one internal medicine physician, one pediatrician, one surgeon, one radiologist, and three ED physicians.

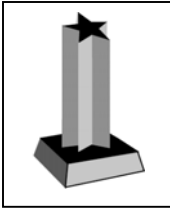
Nursing leadership consists of the CNO and supervisors of OR, ED, Med/Surg, Education, and CQI/UR.

Page Hospital has participated in the HSAG quality improvement program for many years—with pneumonia being one of our first programs. In the early 1990s we started creating clinical pathways, and pneumonia was one of the first pathways completed. This was accomplished by a special committee of two physicians, two nurses, and the CQI/UR Coordinator.

With the guidance of the Quality Coordinator, the Pneumonia Pathway was created and approved through the Nursing and CQI/UR committees. Then, with their support, the pathway was forwarded to the Medical Staff Executive Committee for approval. As new recommendations were made for the Pneumonia Pathway from either HSAG or Banner Health, reviews of the guidelines were completed by the committees and adjustments communicated.

If problems arose and variances occurred we would investigate and adjust the guidelines as needed (e.g., the ED staff was noted as not using the standing orders for pneumonia and, after special meetings and education by the Quality Coordinator, this was resolved).

The job of the UR/CQI Nurse is to ensure all new physicians are educated and oriented to the processes of Page Hospital and how the CQI department works. All patients are reviewed at the beginning of the workday, Monday through Friday, and, as the



Rural Hospital Award Program

physicians round on their patients, the CQI/UR nurse is present to have discussion with them on the care and needs of the patient.

Results relative to compliance with the Pneumonia Pathways and other initiatives are reported to the CQI/UR Committee quarterly then reviewed by the medical staff. Since the 4th Quarter of 2004, information on compliance with pneumonia guidelines is now gathered/trended per physician and nurse, with individual counseling and thank-you notes given to inform them how they are doing.