



"People you know caring for people you love"

Sleepy Eye Medical Center

Sleepy Eye Medical Center

- Main campus location- Sleepy Eye, MN
 - Population: 3,503
 - Hospital Beds: 16
 - Clinic Rooms: 14
 - Providers: 6 MD's, 1 NP
 - Outpatient Services:
 - Certified Health Care Home
 - Diabetic teaching
 - Emergency medicine
 - IV therapy
 - Lactation counseling
 - Pathology
 - Same-day clinic visits
 - Same day surgery
 - Transitional care management



Sleepy Eye Medical Center

Main campus continued...

- Inpatient Services:
 - Coronary care
 - Discharge planning
 - Hospice
 - Medical
 - Nursery
 - Obstetrics
 - Surgery
 - Swing bed
- Surgical Services:
 - Cesarean sections
 - Endoscopy
 - General surgery
 - Laparoscopic surgery
 - Orthopedic/arthroscopic
 - Podiatry
 - Urology

Sleepy Eye Medical Center

Main campus continued...

- Diagnostic and Imaging Services:
 - Bone densitometry
 - Cardiac tests
 - CT scans
 - Echocardiograms
 - Holter and event monitoring
 - Imaging
 - Laboratory
 - Lung cancer screening
 - MRI
 - Mammography screenings
 - Newborn hearing screenings
 - Nuclear medicine
 - Pulmonary testing
 - Sleep studies
 - Ultrasounds
 - X-ray



Sleepy Eye Medical Center

Main campus continued...

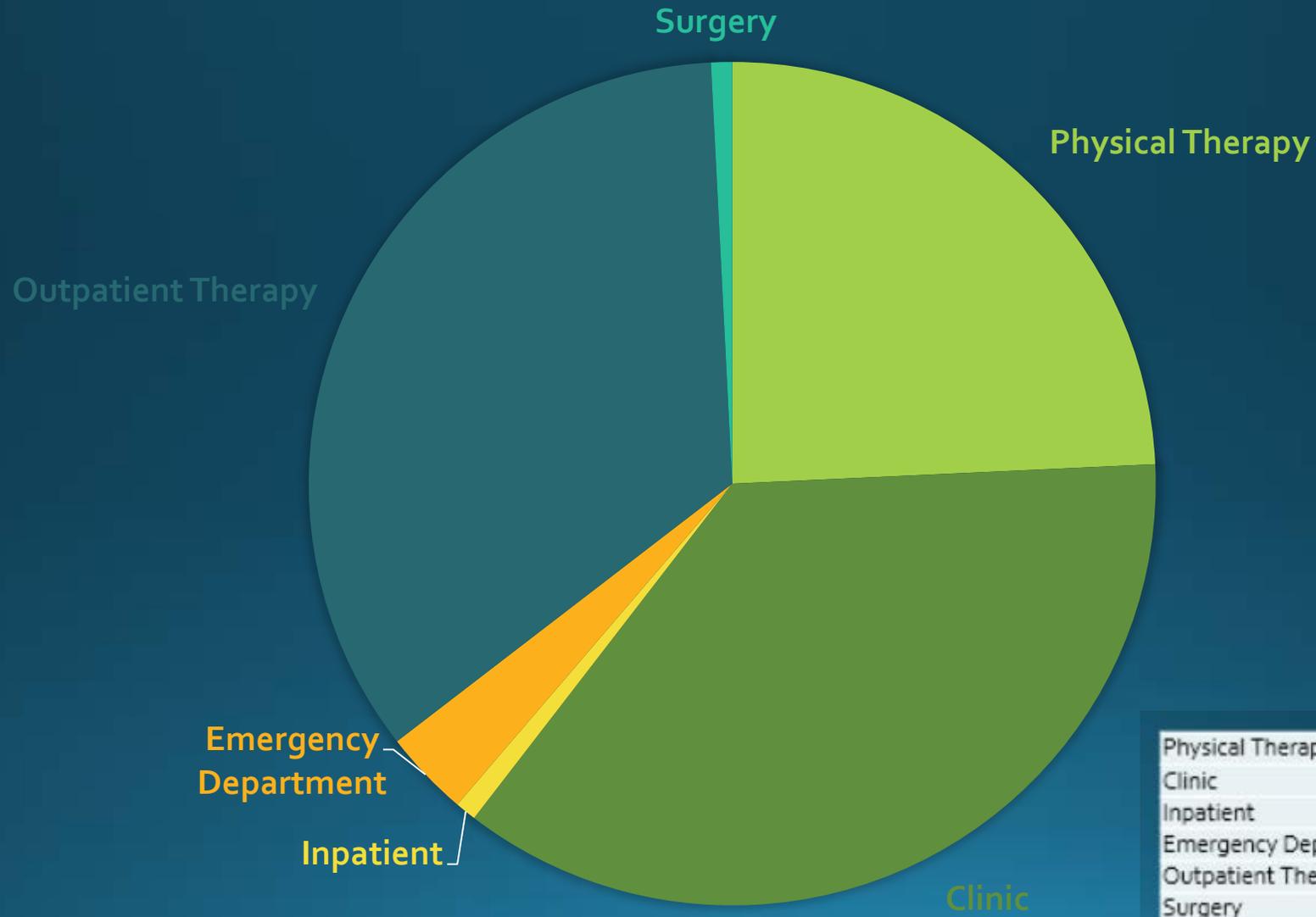
- Rehabilitative Services:
 - Cardiac rehabilitation
 - Occupational therapy
 - Physical therapy
 - Respiratory therapy
 - Speech therapy
- Outreach Services:
 - Podiatry
 - Orthopedics
 - Urology
 - Cardiology

Sleepy Eye Medical Center

Other Locations:

- Comfrey, MN
 - Population: 372
 - Clinic Rooms: 2
 - Providers: 1 NP, 1 MD
 - Services:
 - Laboratory
 - EKG
- Morgan, MN
 - Population: 867
 - Clinic Rooms:
 - Providers: 4 MD's
 - Services:
 - Laboratory
 - Radiology

Service Utilization:



Physical Therapy	8,867
Clinic	13,217
Inpatient	295
Emergency Department	1,205
Outpatient Therapy	12,666
Surgery	293

Quality

SEMC is committed to the ongoing improvement of the quality of care its patients receive, as evidenced by the outcomes of that care. SEMC continuously strives to ensure that:

- The treatment provided incorporates evidence based, effective practices
- The treatment and services are appropriate to each patient's needs and available when needed
- Risk to patients, providers and other is minimized and errors in the delivery of services are prevented
- Patient's individual needs and expectations are respected; patients or whom they designate have the opportunity to participate in decisions regarding their treatment; and services provided with sensitivity and caring
- Procedures, treatments and services are provided in a timely and efficient manner with appropriate coordination and continuity across all phases of care and all providers of care.

Quality Check:

- SEMC's commitment to Quality focuses on:
 - a. Safety
 - b. Timeliness
 - c. Effectiveness
 - d. Efficiency
 - e. Equitability
 - f. Patient Centeredness
 - g. All of the above

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Quality

- Target- “No Shows”
 - Scheduling process map
 - Step by Step
 - Data trends
 - Appointment reminders
 - Patient education
 - Pathway

Quality

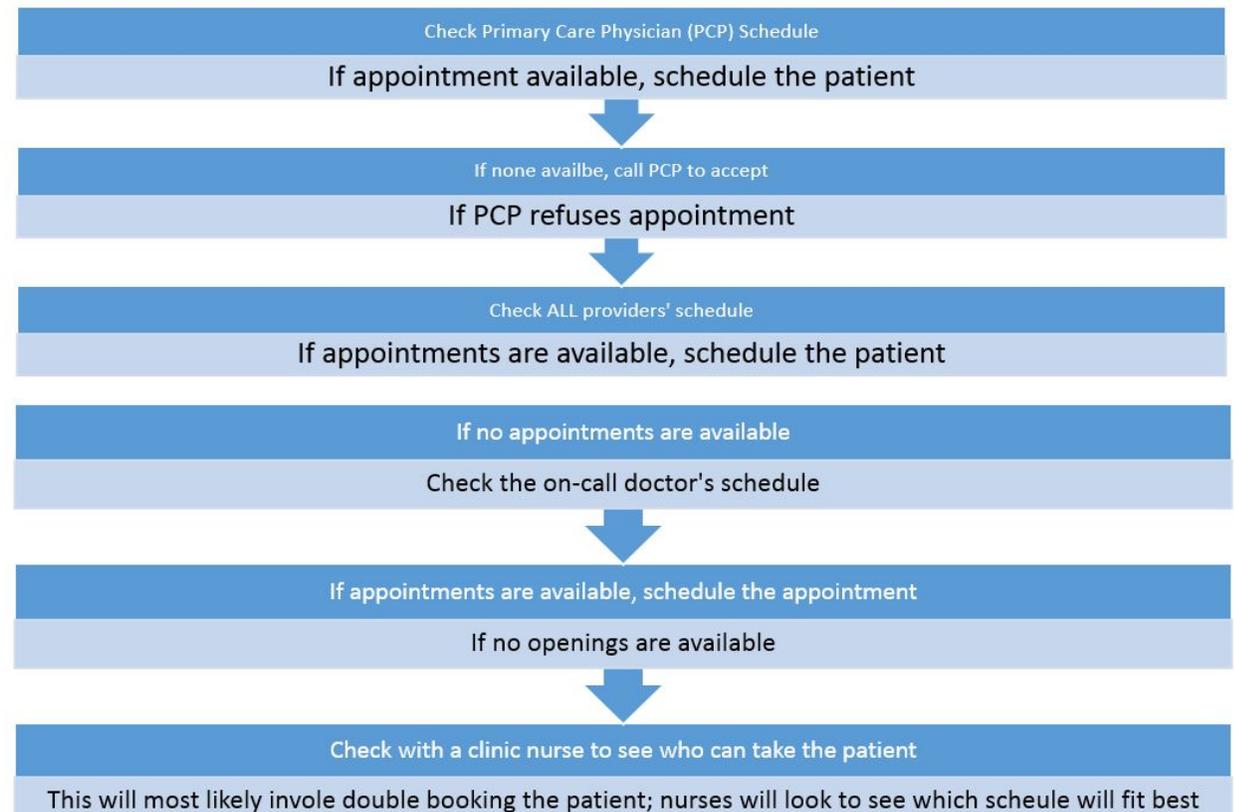
- Business Office
- Appointment Reminders- November, 2013
- Purpose: To reduce the number of no show appointments by placing reminder calls to all Sleepy Eye clinic patients
- Goal: To reduce amount of no show appointments at SEMC by 5%
- Measurement Period: Periodic Checks
 - November, December and January:
 - 1,054 reminder calls made
 - 13 patients who received a reminder call were no shows
 - February, March, April, May, June and July:
 - 1,689 reminder calls made
 - 15 patients who received a reminder call were no shows

Quality

- Timeline:
 - Project Start- November 2013
 - Scheduling guidelines
 - Pathway
 - Patient education
 - Project End- July 2014
 - Goal Met: Reduction of No Shows by 5%.

*New project implementation in 2017/18 with the implementation of Televox- an appointment reminder interface to text, email and call patients to remind them of upcoming appointments.

Pathway for Same Day, Acute and Urgent Clinic Appointments



Quality Check:

- Implementation of Televox was a recommendation of the SEMC Patient and Family Advisory Council?
 - a. True
 - b. False

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Quality Transitions

- 2014 Regular QI Meetings
- 2015 Patient Representatives and Dashboards
- 2016 PFAC Implementation (4 members) and Dashboards
- 2017 PFAC (7 members) and Dashboards
- 2018 PFAC, Dashboards and Categorization



Other Health Care Home Initiatives:

- Community Involvement:
 - Sleepy Eye Medical Center and Sleepy Eye Healthcare Foundation: SE Bike Share Program
 - Sleepy Eye Community Walk
- Patient and Family Engagement:
 - PFAC
 - Medication Initiative
 - Website Development
 - Patient Experience
 - Point of Care Surveys
- Staff Education:
 - Barriers to Learning
- Outreach to new services:
 - Full Time Pharmacist
 - Licensed Social Worker (Behavioral Health)



Quality Check:

- SEMC is striving to meet the needs of the communities they serve by:
 - a. SEMC Bike Share Program
 - b. Contracting a Licensed Social Worker
 - c. Hiring a full time Pharmacist
 - d. All of the above

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We will continue to grow and enhance the services we provide to the communities we serve.



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