“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:

- Surgery
- Physical Therapy
- Outpatient Therapy
- Emergency Department
- Inpatient
- Clinic

<table>
<thead>
<tr>
<th>Service</th>
<th>Utilization</th>
</tr>
</thead>
<tbody>
<tr>
<td>Physical Therapy</td>
<td>8,967</td>
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<tr>
<td>Clinic</td>
<td>13,847</td>
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<tr>
<td>Inpatient</td>
<td>295</td>
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<tr>
<td>Emergency Department</td>
<td>1,205</td>
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<tr>
<td>Outpatient Therapy</td>
<td>12,666</td>
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<tr>
<td>Surgery</td>
<td>293</td>
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</table>
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
Quality Check:

- SEMC’s commitment to Quality focuses on:
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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.
Quality Check:

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

- Implementation of Televox was a recommendation of the SEMC Patient and Family Advisory Council?
  a. True
  b. False
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
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
We will continue to grow and enhance the services we provide to the communities we serve.