

**GOOD SAMARITAN HEALTH SYSTEMS  
CRITICAL ACCESS HOSPITAL NETWORK  
Work Plan 2004**

**MISSION STATEMENT:**

The Critical Access Hospital Network will work together to develop systems to enhance the excellent health care currently being provided to the communities being served.

**VISION STATEMENT:**

The Critical Access Hospital Network will utilize a collaborative approach to improving processes for communication, quality assurance, peer review and credentialing so that care is optimized within each hospital in the network as well as when patients are transferred from Critical Access Hospitals to the tertiary care hospital. As a network, we will look for ways to support the network while strengthening its individual members and the communities that they serve.

**NETWORK GOALS AND WORK PLAN FOR 2004:**

**GOAL ONE:**

Create an intranet site to archive policies and procedures, useful templates and other documents of interest to network members.

**Work Plan:**

- 1.) Assess the information needs of the facilities.
- 2.) Develop an action plan for implementing and maintaining site.
- 3.) Collaborate with CAH facilities, other networks, Catholic Health Initiatives and Good Samaritan Health Systems' departments to create a comprehensive library of useful documents and templates.
- 4.) Assess the site on a routine basis and update as needed to match the needs of the network.

**GOAL TWO:**

Continue the processes in place for peer review and utilization review.

**Work Plan:**

- 1.) Review peer review process quarterly for effectiveness and value to participating network hospitals.

- 2.) Continue the utilization review process as requested by facilities to match individual needs of the hospital and medical staff.

**GOAL THREE:**

Continue the credentialing review process for those network hospitals that have requested hub hospital oversight.

**Work Plan:**

- 1.) Review credentialing guidelines as set forth for participation in Medicare and identify changes or updates required to meet and/or exceed legal and regulatory standards.
- 2.) Routinely provide ongoing education, as deemed necessary, and support to individuals responsible for this function in their hospitals.

**GOAL FOUR:**

Continue quality review process, focusing on state guidelines for Model QI Plan and medication safety.

**Work Plan:**

- 1.) Set up a routine meeting schedule for Quality Team.
- 2.) Update and refine QI Master List.
- 3.) Explore medication safety and pharmacy needs within the individual hospitals to assess performance improvement possibilities and opportunities to work as a group.
- 4.) Assist hospitals in adapting and/or revising individual QI plans utilizing state model as a guideline.

**GOAL FIVE:**

Explore the compliance resource needs of the individual network hospitals.

**Work Plan:**

- 1.) Continue HIPAA compliance work sessions as necessary to implement and maintain processes to meet regulations.
- 2.) Explore corporate compliance needs of individual hospitals and provide guidance, as needed, to assist with understanding of regulatory guidelines in this area.
- 3.) Provide disaster preparedness education, as needed, updating network hospitals about state planning projects and their application to individual CAH facilities.

- 4.) Continue to offer Critical Access Hospital employees and medical staff a comprehensive educational program (physician, nursing and allied health professional education) to assist participants in meeting certification requirements.

**GOAL SIX:**

Continue comprehensive leadership development classes focusing on both behavioral competencies and skill development of management within the CAH Network, tailoring classes to meet the needs of the individual facilities.

**Work Plan:**

- 1.) Continue to schedule leadership classes in various geographical locations to permit attendance by interested facilities without undue travel and time away from work.
- 2.) Review courses for applicability to the needs and skills of the participants involved and provide post-course assessment to determine if additional assistance is needed in applying skills to the work environment.
- 3.) Log participation of attendees and assist attendees in networking with others to maintain skills.

**GOAL SEVEN:**

Continue the use of the HealthStream Educational System.

**Work Plan:**

- 1.) Complete Healthstream contracts for the year, working with Healthstream Site Administrators and Hospital Administrators to determine course content.
- 2.) Track and evaluate effectiveness of Healthstream package as it relates to network needs.
- 3.) Identify future needs and determine Healthstream's adaptability to meet these needs in comparison to other products.

**GOAL EIGHT:**

Work with all Critical Access Hospitals to meet requirements and develop processes needed.

**Work Plan:**

- 1.) Continuously review all CAH requirements and develop processes necessary to meet these requirements. Review costs of providing services for network activities.
- 2.) Share information from CAH surveys to ensure that all hospitals are benefiting from comments made or problems identified so that they might be addressed in a timely manner. Include survey review on quarterly meeting agendas to allow active interchange of information regarding surveyors' focus.

**GOAL NINE:**

Continue use of Heartcode ACLS/BLS system for certification and recertification of allied health care staff and medical staff in participating communities.

**Work Plan:**

- 1.) Review current process and participant satisfaction to target opportunities for process improvement.
- 2.) Track employee usage and provide additional education as deemed necessary.
- 3.) Review system annually for necessary software updates and hardware maintenance.

**GOAL TEN:**

Review Micromedix CareNotes product for possible implementation into network. Determine if other patient education needs are present and if the network has an opportunity to work together to meet these needs.

**Work Plan:**

- 1.) Gather input from nursing staff to determine interest in Micromedix CareNotes product and review computer capabilities for utilization.
- 2.) Negotiate contract with Micromedix for network product, maintenance and training, as needed.
- 3.) Review other products, as necessary.

**GOAL ELEVEN:**

Develop a peer support and education network to meet the needs of individuals providing ancillary services (i.e. dietary, housekeeping, lab, etc...) in the network hospitals.

**Work Plan:**

- 1.) Determine which services should be targeted for peer support/continuing education based on each hospital's needs.
- 2.) Gather appropriate individuals from these services to determine level of support needed.
- 3.) Work with/gather related Good Samaritan Health Systems' departments, Catholic Health Initiatives' resource availability, societies and others to develop a plan that will allow these individuals to network with one another and others to provide appropriate support leading to process improvement, shared ideas, policy development, education and increased retention.

**GOAL TWELVE:**

Identify grant opportunities to further network development, assist hospitals in enhancing staff competencies, develop and implement new programs and attract and retain skilled staff.

**Work Plan:**

- 1.) Gather input from Critical Access Hospitals regarding primary needs that may be applicable to grant programs.
- 2.) Develop a grant proposal for the Health Resources and Services Administration "Nurse Education, Practice and Retention Grant Program" due December 15, 2003.
- 3.) Work with Directors of Nursing to implement components of grant, if awarded, or to research other grant opportunities that may meet their needs.