

# NHA NEWS RELEASE

*For Immediate Release*

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## **St. Francis Memorial Hospital/Dinklage Medical Clinic and Alegent Health Immanuel Medical Center recognized for award-winning quality programs**

*LINCOLN, Neb.* — The Nebraska Hospital Association (NHA) is pleased to announce the recipients of the 2010 *Quest for Excellence* award, St. Francis Memorial Hospital/ Dinklage Medical Clinic in West Point and Alegent Health Immanuel Medical Center in Omaha.

The *Quest for Excellence* award is a joint initiative of the Nebraska Hospital Association (NHA), CIMRO of Nebraska, the Nebraska Health and Human Services System and the Nebraska Association for Healthcare Quality, Risk and Safety. The Award showcases exemplary and reproducible models of patient care to the rest of the health care community. This was the seventh year for the award, designed to recognize and reward hospitals for their quality improvement achievements.

In addition to the award plaque, each winning hospital received a \$1,000 cash prize. The award winners were recognized at the Caring Kind Luncheon on October 29, 2010 during the NHA 2010 83<sup>rd</sup> Annual Convention in Lincoln.

The winner in the critical access hospital category, **St. Francis Memorial Hospital/ Dinklage Medical Clinic**, was recognized for the successful use of health coaches in the management of chronic health conditions in a critical access hospital and family practice clinic.

In the award application document, St. Francis Memorial Hospital stated, “After five years of monitoring patient data, listening to our patients, and input from physicians from Clarkson Family Practice Residency program, it was identified that something more was needed because care was fractured. Patients were routed between specialists, their family doctor, the diabetes educators, the Coumadin clinic, physical therapy, etc. and their care needs still not always met. Office visits alone did not allow the time for the physicians and clinic nurses to satisfy the needs and expectations of our patients.”

St. Francis Memorial Hospital and Dinklage Medical Clinic identified health coaching as the solution to the problem. Health coaches focused on implementing an evidence-based chronic care model assisting individual patients to improve self-management skills and evaluation the overall effectiveness of chronic care management. Over the course of seven years, the hospital and family practice clinic have provided quality patient care as a team, focusing on diabetes prevention, screening and case management.

By utilizing health coaches, St. Francis Memorial Hospital and Dinklage Medical Clinic are furthering the goal of becoming the center of excellent for the area and a true medical home for patients.

The winner in the non-critical access category, **Alegent Health Immanuel Medical Center**, was recognized for their quality initiative to educate nurses on incontinence management to reduce use of indwelling urinary catheters.

Alegent Health Immanuel Medical Center's application said that nearly 40 percent of its inpatient population and 21 percent of its outpatient population is over the age of 64, indicating an age group whose needs will demand attention.

The Nurses Improving Care for HealthSystem Elders (NICHE) Program was used, focusing on prevention of geriatric syndromes to improve outcomes of older hospitalized adults. The objectives of this initiative were to educate staff on types of incontinence, create a protocol for incontinence, identify appropriate uses of indwelling urinary catheters as listed by the Centers for Disease Control and Prevention (CDC), decrease inappropriate use of indwelling urinary catheters using a 2007 Bard study as a control group and review alternatives to indwelling bladder catheters.

The results demonstrated a 54 percent improvement in the percentage of indwelling catheters and an outstanding 153 percent improvement in appropriate use of indwelling catheters. Because of new knowledge regarding physiological reasons for incontinence, therapeutic solution and CDC information regarding the harm of indwelling catheters, the use of indwelling bladder catheters greatly declined. Fewer catheters directly relates to the reduction of catheter associated urinary tract infections and this impacts quality of care and financial resources in a positive manner.

As winners of the *Quest for Excellence* award, St. Francis Memorial Hospital and Alegent Health Immanuel Medical Center have exhibited outstanding dedication to patient safety and health care quality. Their projects have proven results and can be implemented by other hospitals and health care facilities.

For more information about health care quality leadership, please visit the Nebraska Hospital Association Web site at [www.nhanet.org](http://www.nhanet.org).

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The Nebraska Hospital Association is the influential voice of Nebraska's hospitals and health systems, helping hospitals provide comprehensive care to their communities.

The Association offers collaborative leadership, assisting its members to improve the health status of their communities. Since 1927, the NHA has provided legislative advocacy, educational programming, data information and communication to Nebraska's hospitals. For more information, please visit the NHA Web site at [www.nhanet.org](http://www.nhanet.org).