

Garfield County

Hospital District

Caring for Generations



Quality

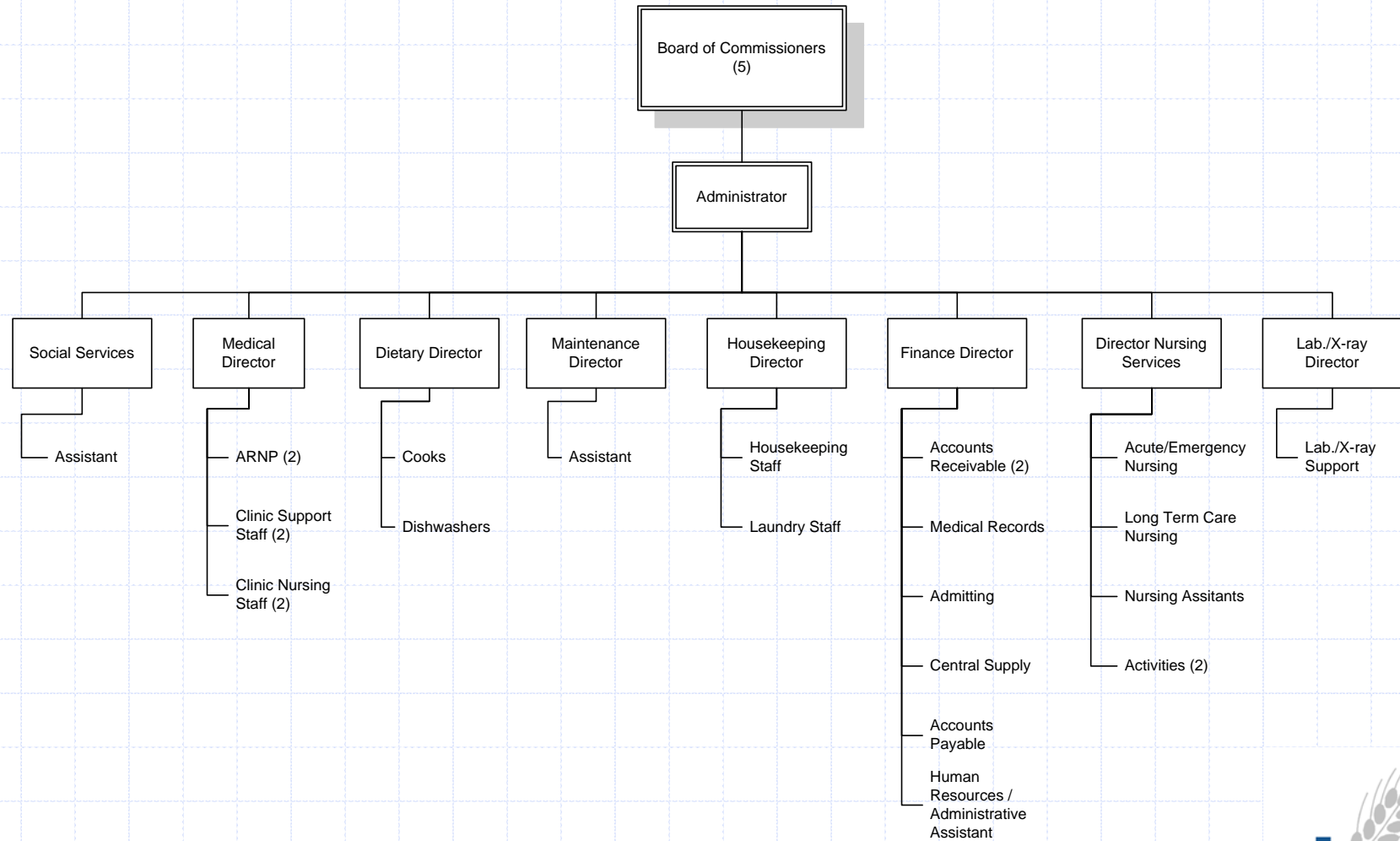
It's not a separate “thing” you do...

A Board Members role in the quality process.

Caring for Generations



Our Organization



Our Keys to Quality

1. Vision – We have a vision for quality in our organization.
2. Passion – We are not satisfied with the status-quo.
3. Action – Quality is not a separate “thing”, it is part of what we do every day.



Quality in Action



- Creative
- Varied
- Sometimes unconventional



Quality in Action



- Small Town – everyone knows each other and cares
- Scanner Land – if you don't know, your neighbor does
- Post Office – the communication Hub of the community
- Very Involved
 - Sue Nelson – Bus Driver, EMT, Chair Trauma Council
 - Rich Slaybaugh – Farmer, Wife works at Pharmacy
 - Jim Scoggin – Retired John Deere Dealer, Story Teller, Well Liked
 - Rose Bunch – Nurse at Regional Med Ctr., EMT, Wife of Fire Chief
 - Bud Crickmer – Retired Housing Authority

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Quality in Action



- Staff Meetings
- Special Guests at Nursing Home (Story Telling & Visiting)
- Involved with Open House Events
- Sponsor Staff Recognition Events (Millionaire Game)
- EMT's involved in Patient Transfers



Quality in Action



- Bio Terrorism Planning
- Grant Project – Lewis & Clark Trail Project
- Spring Clean-up Day
- Planning retreat
- Site visits to other facilities, Fact finding, Benchmarking



Quality in Action



- Facility Master Plan – Rapid Cycle Workshop
- Community Focus Groups
- Special Tax Levy Initiatives
- Community Resource Library
- Childcare Center
- Video Project
- Support for Washington State Collaborative (APHS)
- Grant Writing – Highway Project, Creating Home Grant

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Quality in Action



- Special Committees
- Medical Staff
- Community Involvement
 - EMS/Trauma Counsel
 - Human Services Board/Mental Health
 - Interagency Coordinating Counsel
- IDT / Quality Assurance



Quality in Action



- Reports and Presentations
 - Particularly regarding major initiatives
 - Special Committee Reports
- Planning Meetings
- Q&A
 - Financial Reports
 - Community Feedback
 - Action items
 - Executive Session



Quality in Action



- Where we are Now
 - Selecting the tools that will work for us
 - Baldrige Criteria
 - Statistical Process Control
 - Balanced Score Card
 - Rapid Cycle Improvement
 - Learning how they fit with our organization



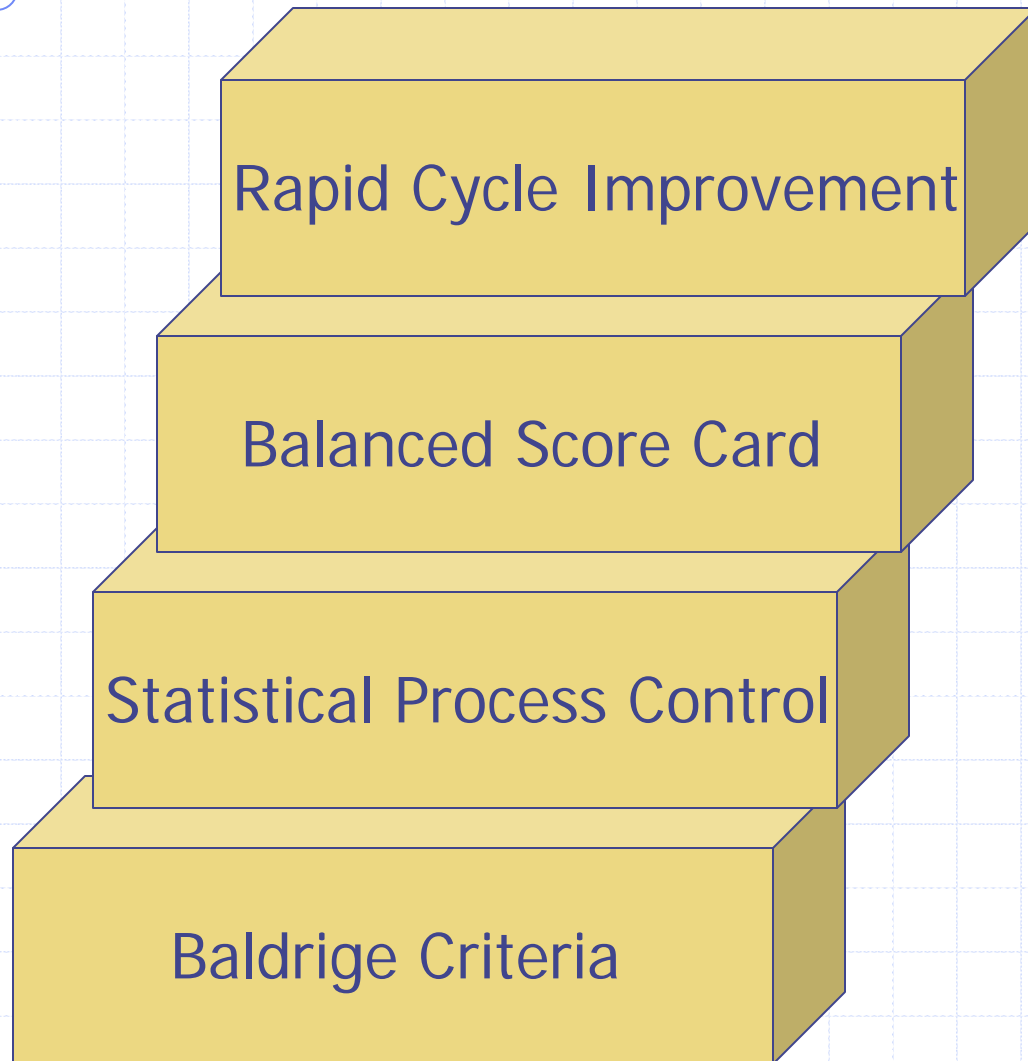
Quality in Action

- Major Contributions and Accomplishments
 - www.GarfieldCountyPHD.org
 - CAH Tools
 - Assisted Living Feasibility Study
 - Staff Development (Growing Leaders)
 - Wage Grid
 - Training Program
 - Health Insurance
 - Wellness Program
 - Organizational Survey
 - Master Planning
 - Washington State Collaborative
 - Creating Home & Building Community Grant

Caring for Generations



Raising the Bar



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Quality

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