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Bingham Memorial Hospital, Blackfoot, ID
Implementing a Clinical Pharmacy Anticoagulation Service (CPAS)
By comparing clinical outcomes associated with anticoagulation therapy provided by a clinical pharmacy anticoagulation service (CPAS) to usual care, Bingham Memorial Hospital was able to develop a centralized, telephonic pharmacist-managed monitoring service program. Patients in the intervention CPAS group were 40% more likely to be in the recommended therapeutic INR (International Normalized Ratio—the measurement of how quickly blood clots) range than patients in the original control group. The hospital was able to conclude that a centralized, telephonic pharmacist-managed anticoagulation monitoring service will reduce the risk of therapy-related complications and improve overall patient health and compliance.
Contact: Wade Flowers at wflowers@binghammemorial.org

Eastern Idaho Regional Medical Center, Idaho Falls, ID
Participating in the Institute for Healthcare Improvement Web & Action Program
Eastern Idaho inaugurated an all-encompassing program to improve care in its ER by participating in the Institute for Healthcare Improvement Web & Action Program and by applying Lean and Six Sigma tools. The medical center increased its patient satisfaction to a two-year high by reducing the number of patients who left the ER without being seen by 83%, also significantly reducing the time in which patients were actually seen and admitted to the hospital.
Contact: Jared Rickabaugh at jared.rickabaugh@hcahealthcare.com

Guardian Home Care and Hospice, Nampa, ID
Decreasing Acute Care Hospitalizations
When Guardian Home Care and Hospice discovered that it had a 7% increase in acute care hospitalizations in December 2008, it developed a team to investigate the cause of the increase. The investigation revealed that the organization needed to reinforce its patients’ emergency care plans and use more accurate Outcome and Assessment Data Set (OASIS) documentation training and retraining. Documentation improvements to patient/caregiver education of the disease process were also put into place. Guardian Home Care and Hospice also discovered that the organization had a 29% increase in census and was able to add more staff to its care team. As a result, 100% compliance has been implemented in the emergency care plan, and acute care hospitalizations have been reduced by 14% from 3rd quarter 09 to 4th quarter 09.
Contact: Tracy Russell at trussell@guardianhomecare.org
Saint Alphonsus Regional Medical Center, Boise, ID
Reducing Pressure Ulcers
The Pressure Ulcer Team at Saint Alphonsus developed a program to reduce the incidence of pressure ulcers throughout the hospital. With the support of senior management and by creating a campaign related to the engagement of best practices stemming from education of both nurses and families, the team was able to change the culture of the organization and decrease the incidence rate of pressure ulcers by half.
Contact: Jennifer Erickson at jenneric@sarmc.org

St. Luke’s Heart and St. Luke’s Idaho Cardiology Associates,
St. Luke’s Boise and Meridian Medical Centers, Boise, ID
Using STEMI to Improve Door to PCI
Through their innovative STEMI (ST-elevation myocardial infarction) Program, St. Luke’s Health System has improved their “door to PCI” (percutaneous coronary intervention time—the time it takes when a patient actually arrives at the hospital and begins receiving interventional care) to 63 minutes. This is far less than the national standard of less than 90 minutes and the national average of 100 minutes. By collecting vital data in real time, any variances, delays or concerns can be addressed at the time of the event. St. Luke’s also follows the Plan-Do-Study-Act methodology at department STEMI meetings and utilizes key stakeholders such as cardiologists, emergency department physicians, RNs and EMS representatives. The team will be providing comprehensive education on STEMI guidelines to healthcare providers at the upcoming Idaho Regional Statewide STEMI Summit.
Contact: Jane Miller at millerja@slrmc.org

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