

Summer 2017



GIRARD
Medical Center

Caring for our Communities
2016 Annual Report

Arma



417 E Washington

Cherokee



120 NW Hwy 400

Girard



307 N Hospital Drive

Frontenac



111 N Hwy 69

Message to the Community from our Leadership

Dear friends,

As a healthcare organization, we are committed to caring for you and your families not only with the most effective medical treatments and technologies available, but also with the highest level of compassion and individual attention. After all, you are not just our patients, but also our relatives, neighbors, and friends.

We realize choosing a healthcare provider is one of the most important decisions that a person can make. You want someone caring, knowledgeable, and accessible. Residents of Girard and the surrounding communities have been relying on Girard Medical Center for compassionate and professional healthcare for more than 100 years.

As you can see to the right, we know the value of reinvesting in our facilities, our people, and our community to better meet your needs, and since those needs continually change and grow, so have the services that Girard Medical Center provides. The most recent evidence of this is bariatric services, Girard Express Care weekend clinic, and Outpatient Pulmonary Rehab. And we won't stop there! Be watching for news very soon about outpatient Cardiac Rehab services.

The purpose of this report is to reinforce to you our commitment of providing high-quality, cost-effective, compassionate healthcare. It is our privilege to continue to serve you!

Respectfully Submitted,



Michael Payne,
Chief Executive Officer



Glen Mathis,
Board of Trustees President

Community Reinvestment...

\$11,360,713

Charity Care **\$94,358**

Girard Medical Center (GMC) provides care regardless of patients' ability to pay. This figure represents charges forgiven for patients qualifying for financial assistance.

Community Education & Transportation **\$36,780**

In continued efforts to be proactive in the community and promote healthy lifestyles, free services are offered such as transportation, health screenings for students, and health fairs.

Total Payroll **\$9,620,001**

GMC is proud of the money invested in payroll in 2016. We continually compare salaries to others in the industry and make adjustments when needed to remain competitive. This investment is crucial to attract and retain the best and brightest healthcare professionals.

Local Vendors **\$1,600,699**

Girard Zip Code **\$947,640**
Crawford County **\$653,059**

Money spent at locally owned businesses stays in the local economy and continues to strengthen the economic base of the community. GMC values the Girard community, as well as the surrounding communities, and wants to contribute in preserving their distinctive character.

Donations **\$2,275**

Scholarships **\$6,600**

Quality Initiatives

Centers for Medicare and Medicaid Services (CMS) Quality Measures

Girard Medical Center is dedicated to improve overall quality of care. Staff education is given at the monthly nursing meetings, and memos are posted as continual reminders about the quality indicators. Statistics are shared with the Medical Staff and Board of Trustees on a quarterly basis. As the next two pages show, we are better than state and national average on many of the scores.

We will continue to make a sustained, concerted effort to drive improvement in all these metrics. Joyce Geier, RN, Quality Department Director

	HCAHPS Patient Survey Results						Lab / Radiology (Outpatient Testing)			
	Score 2016	# surveys	NRC ave	KS ave	National HCA HPS	Score 2015	Score 2016	# surveys	NRC ave	Score 2015
Overall Hospital Rating	78%	23	74%	77%	72%	78%	88%	302	81%	89%
Would Recommend	77%	33	76%	77%	72%	77%	85%	303	81%	85%
Hospital Staff response / Listen your opinion-preference	75%	32	66%	73%	69%	76%	94%	167	85%	94%
Communication Drs	81%	33	82%	86%	82%	87%	n/a	n/a	n/a	n/a
Communication Nurses / Staff listened carefully	82%	33	79%	82%	80%	86%	94%	311	86%	94%
Communication about Medications	77%	19	65%	68%	65%	57%	n/a	n/a	n/a	n/a
Care of Patient/care transitions	57%	33	53%	57%	52%	62%	n/a	n/a	n/a	n/a
Pain Management	88%	20	73%	73%	71%	81%	n/a	n/a	n/a	n/a
Cleanliness & Quietness	79%	31	66%	73%	68%	85%	96%	311	89%	94%
Discharge Information / Explained things	83%	28	88%	88%	87%	89%	92%	312	85%	89%
Access to Care	n/a	n/a	n/a	n/a	n/a	n/a	99%	310	98%	99%
Courtesy and Respect - Technologists	n/a	n/a	n/a	n/a	n/a	n/a	97%	309	91%	n/a
Courtesy and Respect - Receptionists	n/a	n/a	n/a	n/a	n/a	n/a	95%	240	89%	n/a
Told when and how to get results	n/a	n/a	n/a	n/a	n/a	n/a	83%	295	71%	n/a
Received results as expected	n/a	n/a	n/a	n/a	n/a	n/a	85%	296	76%	n/a

Quality Initiatives, cont.

2016	OP Surgery			Home Health			Emergency Room		
	Score	#surveys	NRC ave	Score	#surveys	NRC ave	Score	#surveys	NRC ave
Overall Hospital Rating	88%	73	89%	90%	47	85%	77%	184	65%
Would Recommend	89%	75	90%	91%	48	80%	75%	188	68%
Hospital Staff response	94%	56	84%	98%	17	77%	n/a	n/a	n/a
Communication w/ Drs	86%	72	89%	93%	48	86%	87%	163	78%
Communication w/ Nurses	96%	75	90%				85%	190	78%
Care of Patient	n/a	n/a	n/a	94%	49	89%	n/a	n/a	n/a
Pain Management	86%	18	78%	n/a	n/a	n/a	58%	76	54%
Cleanliness/Quietness	97%	75	89%	n/a	n/a	n/a	91%	180	77%
Discharge Information	91%	60	82%	n/a	n/a	n/a	76%	166	58%

ED quality measures <u>2016</u>	3-1-15 to 1-31-16		
	GMC	KS	National
Emergency Department = ED			
ED throughput (Arrival-discharge time outpatient)	114 minutes	109 min	112 min
ED Door to evaluation by a Medical Professional (Dr./APRN)	17 minutes	19 min	19min
ED pain management (fractures) admit to pain med time	60 minutes	45 min	52 min
ED Chest pain/Acute MI (heart attack) – Aspirin at arrival	100% (11/11)	93%	96%
ED Chest pain/Acute MI (heart attack) – Median time to ECG	19 minutes	9 min	7 min
ED Acute MI (heart attack) – Time to transfer to another hosp.	104 minutes	75 min	59 min
ED Stroke – CT results interpretation obtained within 45 min.	25% (1/4)	65%	70%
ED – overall arrival to departure time - inpatient	178 minutes	186 min	212 min
ED – decision to admit (inpatient) to ED departure time	24 minutes	48 min	58 min
Immunizations – Influenza (patients)	80%	90%	94%
Immunizations – Influenza (employees)	100%	93%	86%

Erin Battagler
APRN

