

**Clinton Regional Hospital
MINUTES FOR THE Quality Assurance/Performance Program Meeting– Date July 17, 2024**

Present; Sarah Keys EVS Manager, Brenda Jennings Quality/Infection Control/Employee Health, Janice Merrill Facilities Director, David Barnett Director of Radiology, Holly Masquellier-Woodson Materials Manager, Stefanie Bustos HIM Director; Stefanie Drum Cardiopulmonary Director, Janae Chittum CNO, Chasity Richardson Administration Secretary/HR, Brendan Price Case Management Director

Excused: _____ Chief of Staff, Len Lacefield CEO, Cris Hickerson Director of Pharmacy

| Agenda Item | Discussion | Action/Recommendations | Responsible Party | Projected Completion Date |
|---------------------------------------|--|---|-------------------------------|----------------------------------|
| Motion to call to order | Motion to approve the June Quality Assurance Performance Meeting July 17, 2024, at 1340. | Janice Merrill motion to approve Quality Assurance/Performance Meeting being called to order at 1340, second by Chasity Richardson, all in favor. | | |
| Old Business | | | | |
| | 1) Quality Meeting Minutes for May. | Janice Merrill motion to approve Quality Meeting Min. for May, second by Chasity Richardson, all in favor. | | |
| New Business | | | | |
| | | | | |
| Consent Items | | | | |
| Dietary | | | | |
| Dietitian & Kitchen Update | Nothing to report | No action required | | 90 Day Reporting |
| Lab | | | | |
| Number of Blood Cx. Contaminated | None for the month of June | No action required. | Arlene Oneal | 90 Day Reporting |
| Number of transfusion reactions | No reaction | No action required | Arlene Oneal | 90 Day Reporting |
| Blood Utilization Monitoring | 2 units of blood were given for the month of June, 6 units for the month of May, and 8 for the month of April. Both April and May had one Emergency Release. | Products were ordered, transfused and met criteria for the lab. Janice Merrill motion to approve Blood Monitoring | Janae Chittum Arlene Oneal | April, May, June done |

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| | | pharmacy, and they verified that we do not have any of the affected lot numbers listed on hand. I completed the response form and emailed it back to McKesson the same day (6/3). No further action is required. Sara Keys motion to approve Product recall and backorders report, second by Stefanie Drum, all in favor. | | |
| Equipment Management | There were no equipment recalls or notifications for the month of June. We did receive the two EKG machines from Avante, which will be put together and cleared upon the next CME visit, expected to occur around the 13 th . | No action required | Holly Masquelier | Monthly Reporting done |
| Medical Records | | | | |
| Delinquent medical records >30 days | <p>Medical Records Report:</p> <p>Outpatient: Dx-Order signed by provider – Consent signed 100%</p> <p>Blood Documentation : nursing documentation, consent signed – 100%</p> <p>Inpatient: H&P, progress notes 100%</p> <p>ER Provider notes: 100%</p> <p>Inpatient – ER: Orders signed 100%</p> <p>Med Rec: Complete, reviewed and signed 76%</p> <p>Allergies: 100%</p> <p>Discharge status and final DX: 100%</p> <p>Education and discharge instructions given to patient: 100%</p> <p>Nurse's notes and documentation: 90%</p> <p>Discharge/2nd set of vitals: 80%</p> | Continue with chart audits and work with Trubridge in correcting charts that need to be corrected. Janice Merrill motion to approve medical records report, second by Sarah Keys, all in favor. | Sarah Keys | July 31st |
| Med/Surg | | | | |
| Critical Values | Nothing to report | No action required | Janae Chittum | August 90 Day Reporting |

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| Number of Blood Consent obtained and documented appropriately | Nothing to report | No action required | Janae Chittum | August 90 Day Reporting |
| HAC Pressure Ulcers per 1000 patient days | Nothing to report | No action required | Janae Chittum | August 90 Day Reporting |
| Mortality Review I/P Deaths | Nothing to report | No action required | Janae Chittum | August 90 Day Reporting |
| Physician/Family Notification of Admission Audit Tool | Nothing to report | No action required | Janae Chittum | August 90 Day Reporting |
| Acute Care Pain Assessment and Reassessment | Nothing to report | No action required | Janae Chittum | August 90 Day Reporting |
| Radiology | | | | |
| Radiology Report | Nothing to report | No action required | David Barnett | August 90 Day Reporting |
| ED/Radiologist Interpretation Discrepancies | Nothing to report | No action required | Radiology Director | August 90 Day Reporting |
| Imaging Critical Results <u>Communicated</u> within 60 minutes or less – AVG Time | Nothing to report | No action required | Radiology Director | August 90 Day Reporting |
| Imaging Critical Tests <u>Completed</u> within 60minutes or less of order time – AVG Time | Nothing to report | No action required | Radiology Director | August 90 Day Reporting |
| High level of disinfection Revital Ox Solutions | Nothing to report | No action required | Radiology Director | August 90 Day Reporting |
| Emergency Room | | | | |
| Percent Discharged and Admission | Nothing to report this month | No action required | Janae Chittum | August 90 Day Reporting |

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| Appropriate ER Transfers | 43 ER transfers for the Month of June | No action required | Janae Chittum | August 90 Day Reporting |
| Mortality Review of ED Deaths | Nothing to report this month | No action required | Janae Chittum | August 90 Day Reporting |
| <i>Critical Lab Follow-up Report</i> | 7- critical lab follow-up from the ED – One faxed copy to VA, IC; one talked with Asst. Living Center and faxed copy of results; One pt was from out of state and was just driving through; 2- left message no PCP, one left message and faxed copy to PCP, 2- contacted provider and faxed copy of lab results; | Critical labs are placed on log and followed-up on by contacting the patient; contacting provider and sending copy by fax; contacting the hospital that the patient was transferred too and sending a fax copy, Janice Merrill motion to approve Critical Lab follow-up report, second by Sarah Keys, all in favor. | Brenda Jennings | Monthly Reporting April, May, June, done |
| Pharmacy | | | | |
| Backorders/Supply Issues Recalls | Nothing to report this month | No actions required | Cris Hickerson | 90 Day Reporting |
| # of adverse drug reactions reported | Nothing to report this month | No actions required | Cris Hickerson | 90 Day Reporting |
| Adverse Drug Reaction Rate | Nothing to report this month | No actions required | Cris Hickerson | 90 Day Reporting |
| Pharmacy & Therapeutics Committee | Nothing to report this month | No action required | Cris Hickerson | 90 Day Reporting |
| Antibiotic Stewardship | Nothing to report this month | No action required | Cris Hickerson | 90 Day Reporting |
| Infection Prevention | | | | |
| Infection Control Surveillance Report | Rounding report for Physical Therapy- Major cleaning needs to be done throughout. Stained ceiling tiles need to be replaced. Walls need to be wiped down and cleaned. Wall paneling coming loose; bathrooms need cleaned; hand washing supplies need to be replaced; sanicloth needs to be replaced; PPE needs to be filled; lights need to be cleaned out; doors need to be sealed; window seals need sanded and painted; carpet needs cleaned; all | After the Tele company gets all the wiring down and their supplies removed then EVS will go and start cleaning. Janae Merrill motion to approve rounding report, second by Janae Chittum, all in favor. | IC Nurse | July 29th |

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| | equipment needs to be wiped down and cleaned; vents need cleaned; | | | |
| Sterilization | No surgeries to report; No OR Department | No actions required | IC Nurse | 90 Day Reporting |
| Influenza Program | Out of season. | No action required | IC Nurse | Nov. 2024 |
| Credential Committee | | | | |
| Credential Report | Nothing to report | No Action required | Deby Landis | August 90 Day Reporting |
| Employee Health | | | | |
| Employee Health new employee paperwork and flu vaccines. | Nothing to report | No action required | Brenda | 90 Day Reporting |
| Employee illnesses | Nothing to report | No action required | Brenda | 90 Day Reporting |
| Bloodborne exposures, Sharp injuries, Employee Injuries | Nothing to report | No action required | Brenda | 90 Day Reporting |
| Process Improvement | | | | |
| Admission – Pt. Rights | 96% for the month of June. | Correction was done to phone numbers and the additions done by request of Trubridge was added to Patient Rights Stefanie Drum motion to approve admission report, second by Janae Chittum, all in favor. | Sarah Keys | Done |
| Airborne Isolation | Airborne Isolation Monitors: monitors for both Med Surg and ER. ER being monitored with a Manometer. Until monitors have been installed. | Janice Merrill motion to approve Isolation report, second by Chasity Richardson, all in favor. | MS Director ED Director | April, May, June done |
| Order Sets | Nothing to report for the month of June | No action required | Pharmacy Director | Monthly Reporting |
| LifeShare | No deaths for the month of June | No action required | ED Director and MS Director | Monthly Reporting |
| Left without being seen in ED | One in ED- gave no reason, walked out of room and left. | No action required | ED Director | Monthly Reporting |
| Falls | Fall in ED 7.15.24. Confused demented patient was brought to ED and fell out of bed. | Patient was evaluated by ED provider and had one abrasion on arm from fall, patient monitored and transferred to higher level of care, Sarah Keys motion | Janae Chittum | Monthly Reporting done |

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| | | to approve Fall report, second by Janice Merrill, all in favor | Janice Merrill | Monthly Reporting April, May, June done |
| Boiler Room Review | Boiler #1 conductivity and chemical level within range. Boiler #2 conductivity and chemical level with range. The softener was working properly at the time of the testing. The annual boiler inspection will be done on Tuesday 7/23/24. | Sarah Keys motion to approve Boiler room review, second by Stefanie Drum, all in favor. | | |
| Influenza Vaccination counts | Nothing to report, out of season | No action required | Quality Director | Nov. 2024 |
| Patient Satisfaction | 100% Recommended | No action required. | Case Management | Monthly Reporting June done |
| 30 Day Readmission | One 30-day readmission for the month of June. | No action required | Case Management | Monthly Reporting June done |
| Discharge Follow-up Calls | Out of 15 patients, 11 were contacted that makes a percentage of 73% month of June. Due to vacation, 4 days were missed. | David Barnett motion to approve follow-up call report, second by Sarah Keys, all in favor. | Case Management | Monthly Reporting June done |
| PHDDO Report | Nothing to report | No action required | Infection Control | Monthly Reporting |
| Contracted Services | | | | |
| Contracts | Nothing to report | No action required | Len Lacefield | |
| Risk Management | | | | |
| Incident Reports | <p>1) 7.1.24-Heparin medication left out on pt. IV pole& was accessible to anyone. The oncoming nurse found a partial syringe of heparin on top of IV pump. The nurse had pulled Heparin and used it for the clotted off central line.</p> <p>2) 7.3.24- There was an order for foley Cath to be flushed Q hr. But was only flushed twice on the 12-hr. shift.</p> <p>3) 7.3.24- Pt. was receiving blood. Order for 500cc bag to be hung but nurse use 1000cc bag of NS. This allowed blood to back up into NS bag because it didn't clamp NS bag. The bag of NS did not get scanned in MAR.</p> | All done by same nurse. The CNO did education one on one with the nurse. David Barnett motion to approve Incident Reports, second by Sarah Keys, all in favor. | Janae Chittum | Done |

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| | 7.3.24- Coban was found on IV site too tight. Coban wrapped around forearm to cover IV site so tight hand was swelling and IV clamps left indentation in patient's arm. | | | |
| Root Cause Analysis | Nothing to report | No action required | Quality Director | Done |
| Complaints/Grievances | <p>1)6/11/24. Complaint spouse upset with ED that his wife got stuck 8x.</p> <p>2)7/01/24 Complaint that father had a "hole" in his throat.</p> <p>3)7/12/24 Complaint spouse upset when husband got transferred that the surgeon would not see them due to protocol</p> <p>4)7/15/24 Complaint that the provider was not friendly and attentive.</p> | <p>1)Before the patient was transferred the spouse had hugged and thanked all the staff for what they had done for their spouse. The spouse had been scared and upset over what had happened to their loved one.</p> <p>2)Tried contacting the family member about what had happened to let them know that the procedure was done at the hospital to save their loved one's life and not done by the Sinor. There was no answer, and a message was left.</p> <p>3)Talked to the spouse to let them know that the hospital did follow the proper protocol in contacting the TREC system for transfers for the state of OKLA. Explained that we would contact TREC to let them know what has happened. The ED provider contacted TREC, and they stated that once they do the transfer it is out of their hands. Baptist was contacted and they stated that an investigation would be done.</p> <p>Talked to the patient about what happened during their visit to the ED. Explained that I would send it to their manager and let them know what had happened. An email was sent to Carl Laffoon about what happened in the ED and asked to educate the provider.</p> | Quality Director | Done |

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| Sentinel Events | None to report | David Barnett motion to approve complaints and grievances, second by Sarah Keys, all in favor. | Quality Director | 90 day Monthly Reporting |
| Education | | | | |
| New/Pending/Staff | Nothing to report | No action required | Brenda | 90 day Monthly Reporting |
| Competencies/Education material | Nothing to report | No action required | Janae Chittum | 90 day Monthly Reporting |
| Annual Training | Nothing to report | No action required | Janae Chittum | 90 day Monthly Reporting |
| Ongoing Education | Nothing to report | No action required | Janae Chittum | 90 day Monthly Reporting |
| New Procedures or Techniques | None at this time | No action required | Janae Chittum | 90 day Monthly Reporting |
| Disaster Preparedness | | | | |
| Disaster Preparedness | Nothing to report this month | No action required | Janice Merrill | 90 day Reporting |
| Drills | Fire drill done 6/28/24 for the 2 nd shift to test the response to an internal fire emergence. The excise was initiated in the boiler room by the north dock by the Maintenance Director. | ER – staff responded very well in the ER area. They were asked about their Fire Alarm Pull Statin, fire extinguisher location, they were knowledgeable of their locations. Lab and X-ray – staff checked their departments’ closed doors with no issues noted at this time. All features of the Fire Alarm System including Barrier Doors worked well. IN-Pt.- staff that participated in the drill were knowledgeable of what to | Janice Merrill | 90 day Reporting done |

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| Emergency Operation Plan | Nothing to report this month | do. Reminded staff of the location of fire extinguisher, pull station and oxygen shut-off valves located in their area. All physical features of the fire alarm system appear to be working properly. Communications – The fire alarm monitoring company was notified to take Clinton Regional Hospital off-line as we were going to perform a fire drill for the hospital. Once the drill was completed, the monitoring company was called to confirm that they received the alarm and the time it was received. The alarm was received in less than one minute. Chasity Richardson motion to approve Fire Drill, second by Sarah Keys, all in favor. | Janice Merrill | 90 day Reporting |
| Environment of Care Temperature & Humidity Levels | Humidifiers are checked daily and there are no issues currently | David Barnett motion to approve Temperature and Humidity report logs, second by Brendan Price, all in favor | EOC Director | April, May, June done 90 day Monthly Reporting |
| Water Management Program Control measures Applicable validation Flushing lines Water mgmt. plan review | Monitored and check daily with no issues | David Barnett Motion to approve Water mgmt. logs. program, second by Brendan Price, all in favor. | EOC Director EVS | April, May, June done 90 day Monthly Reporting |
| Fire/Safety/Life Safety | See minutes for the month of June | David Barnett motion to approve Life safety minutes, second by Brendan Price, all in favor. | EOC Director | April, May, June done 90 day Reporting |

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| Hazardous Waste/Chemical Management/ | Biohazard waste is picked up every other month. No issues at this time. | David Barnett motion to approve Hazardous waste report, second by Brendan Price, all in favor. | EOC Director | April, May, June done 90 day Reporting |
| Policies & Procedures/Forms | Nothing to report this month | No action required | Janae Chittum | Monthly Reporting |
| Environmental Services | All logs were 100% | No action required | Sarah Keys | April, May, June done Reporting |
| ICRA for Construction & Remodel | Nothing to report | No action required | IC Director | 90 day Reporting |
| Motion to adjourn | Brenda Jennings recommended to adjourn 1430. | Sarah Keys Motion to adjourn Quality Meeting at, second by Janae Chittum, all in favor | | |

