

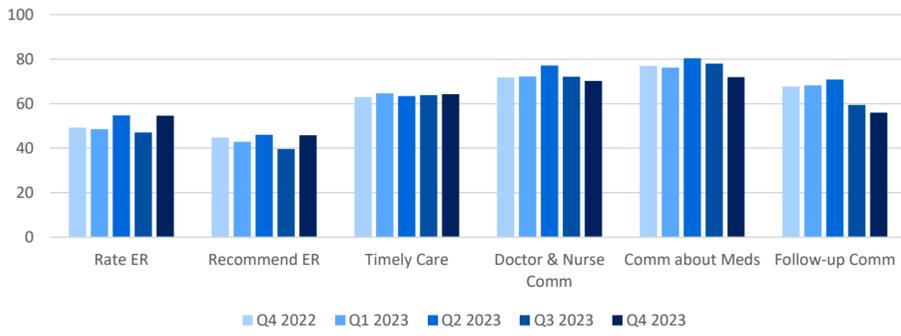
Hospital Scorecard



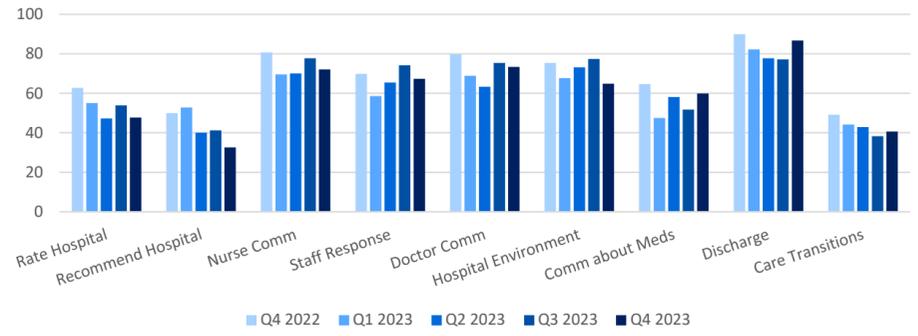
Leapfrog Safety Grade: C
CMS Star Rating: ★★

Excellence - Service

Emergency Department CAHPS

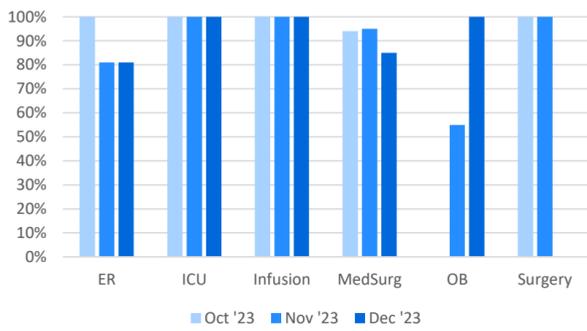


Inpatient HCAHPS



Excellence - Quality

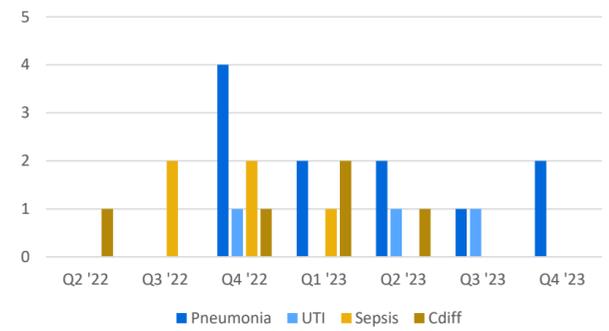
Observed Hand Hygiene Rates



Performance Improvement Activity

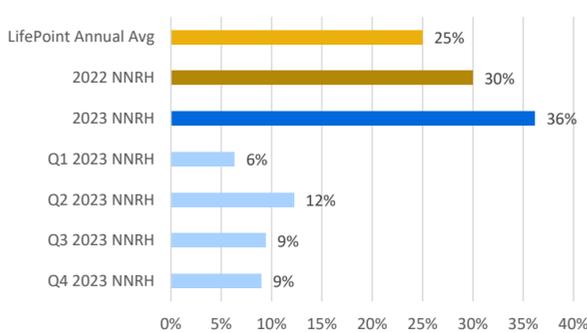
- New video translation capabilities to enhance care for patients who do not speak English as a primary language
- Decreasing triage time in the ED
- Nursing bedside shift report improving to mastery level
- Computerized Provider Order Entry (CPOE) to > 85%
- Improving pre-anesthesia testing (PAT) processes
- New nursing cares insights data for nursing staff
- Improvement of the mental health crisis hold process
- Improving leadership rounding to impact patient experience

Hospital Acquired Infection

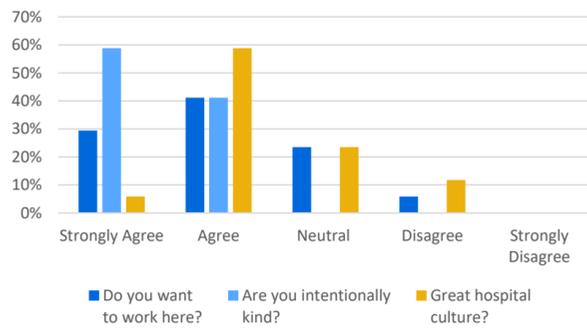


People

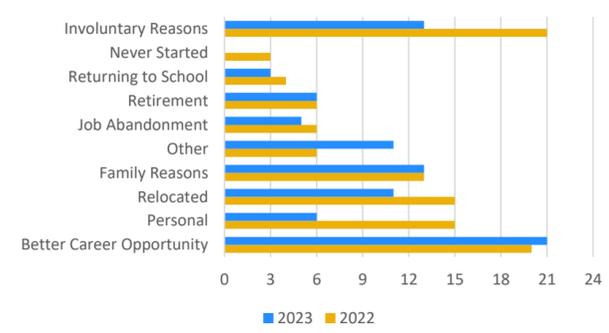
Employee Turnover



Hospital Culture Survey - Q4 2023

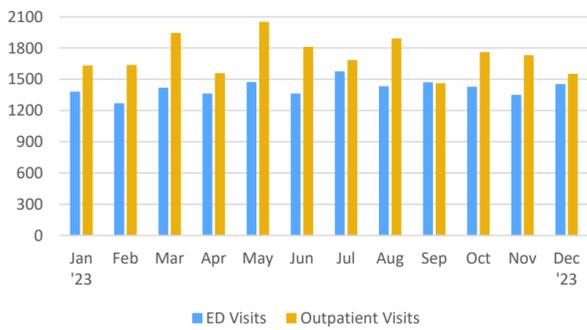


Employee Separation Reasons



Sustainability

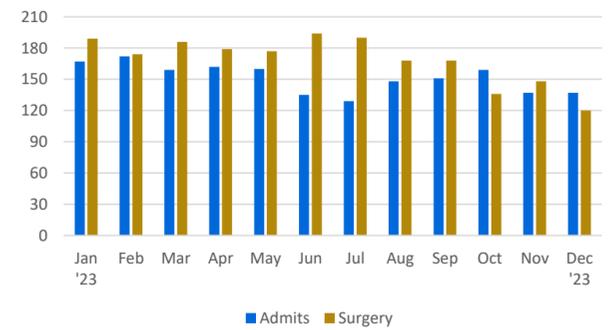
ED and Outpatient Volumes



Capital Projects

- Recently Completed:**
- Remodel and new x-ray machine in Cath. Lab
 - New defibrillators
 - Tiger Connect – HIPAA compliant communication platform
 - New IV pumps house-wide
- In Progress:**
- New Computerized Tomography (CT) machine
 - Digital HVAC system upgrade
 - Surescripts software for increased med. rec. accuracy
 - Remodel 3rd floor to create a new Behavioral Health Unit

Admit and Surgery Volumes

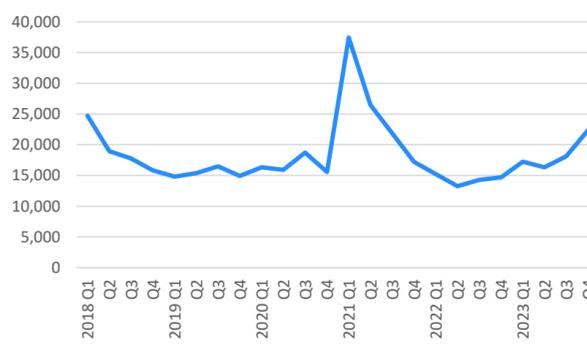


Community

Community Contributions

- In Q4 of 2023, NNRH donated **\$36,025** to various community organizations including the Elko Festival of Trees, Elko Friends In Service Helping (FISH), Horizon Hospice, Shop With A Cop, The Terrace at Ruby View Senior Center, and local athletic programs.
- In 2022, NNRH totaled **\$20,369,193** in charity care and uncompensated care provided to the community.
- In 2022, NNRH contributed **\$332,219** to community benefit programs such as community health services, tuition reimbursement, physician recruitment, and professional development.

Traffic to Website



Upcoming Community Events

- Feb. 2nd – Wear Red for Heart Health Day
- Feb. 22nd – Sage Elementary STEM Fair
- Mar. 6th – Wells High School Career Fair
- Mar. 9th – Health & Fitness Fair – Free Lab Work!
- Mar. 13-14th – ECSD STEM Fair
- Mar. 16th – Polar Plunge for Special Olympics
- Mar. 22nd – Women's Wellness Series
- Mar. 26th – Provider Appreciation Event
- Apr. 20th – Clean-Up, Green-Up Day

Champion Patient Care

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Hospital Scorecard Key



Leapfrog Safety Grade: C
CMS Star Rating: ★★

Excellence - Service	<h3>Emergency Department CAHPS</h3> <p>ED CAHPS: Emergency Department Consumer Assessment of Healthcare Providers and Systems is a required survey by CMS. This survey is standardized across all emergency departments. The survey categories include:</p> <ul style="list-style-type: none"> Time Care: How timely were patient concerns addressed Doctor and Nurse Communication: Patient treated with courtesy/respect; listen carefully; explain in way you understand Communication about Meds: Tell you what new medicine was for; Described side effects Follow-up Communication: Conversation about follow-up care; how and where to find follow-up care 		<h3>Inpatient HCAHPS</h3> <p>HCAHPS: Hospital Consumer Assessment of Healthcare Providers and Systems is a required survey by CMS. This survey is standardized across all hospitals. The survey categories include:</p> <ul style="list-style-type: none"> Nurses Communication: Nurses treat with courtesy/respect; listen carefully; explain in way you understand Staff Response: Call button help as soon as wanted it; Need help bathroom/bedpan Doctor communication: Docs treat with courtesy/respect; listen carefully; explain in way you understand Environment: Cleanliness & quietness of hospital environment Communication about Meds: Tell you what new medicine was for; Described side effects Discharge: Help when you left; info re symptoms/problems to look for Care Transitions: Hospital staff took preferences into account; Good understanding managing health, understood purpose of taking meds 		
	<h3>Observed Hand Hygiene Success Rates</h3> <p>Using observations throughout the hospital, hand hygiene data is collected monthly in our various departments. Hand hygiene is an important element of safe healthcare delivery and infection prevention.</p>	<h3>Performance Improvement Activity</h3> <p>Everyone at Northeastern Nevada Regional Hospital is continuously working to improve the care we provide patients. This area represents some of the areas of strategic focus that require us to unite across the system. These efforts to improve are underway and continuously evaluated to ensure sustained improvement.</p>	<h3>Quarterly Hospital Acquired Infection</h3> <p>Healthcare-associated infection (HAI) can happen in any care setting. At Northeastern Nevada Regional Hospital, we do everything possible to minimize the chance of acquiring an unanticipated infection while receiving care. This graph shows four common healthcare-associated infection, and how many occurrences of each that the hospital experienced during past quarters. Compare these small numbers to the total Admit volume below. The quarterly HAI number over the total quarterly Admit volume will produce the quarterly HAI rate. Each of the different infections have a rate less than 1% per quarter.</p>		
Excellence - Quality	<h3>Employee Turnover</h3> <p>Employee turnover is the rate at which employed individuals left their employment at Northeastern Nevada Regional Hospital over a given period divided by the average number of employees during the same given period of time. Being aware of turnover rates and working to maintain low turnover is a sign of a healthy work environment.</p>		<h3>Hospital Culture Survey</h3> <p>This is a new employee survey for 2023, in which random employees are asked culturally based questions, which are used to gauge the cultural health of the organization. Employees are asked, "Do you want to work here?", "Are you intentionally kind to your coworkers?", and "How do you rank our overall hospital culture today?". Employees can rank their responses from strongly agree to strongly disagree. Data gathered from these questions help leadership at NNRH take strategic and specific action to continuously make improvements focused on a culturally positive place to work.</p>		<h3>Employment Separation Reasons</h3> <p>Taking a deeper look at employee turnover, this graph shows the reasons that employees selected for leaving their employment at NNRH on a year-to-date basis, compared to the previous year. The easy assumption to make about any employee leaving their job is that the decision to leave was related to compensation. However, this graph illustrates that there are many possible reasons contributing to peoples' decision to leave employment.</p>
	<h3>ED and Outpatient Volumes</h3> <p>Elko County residents rely on the NNRH Emergency Department and outpatient services for addressing critical health care needs. This graph shows the number of patient encounter to the Emergency Department over the past 12 months, as well as the number of Outpatient visits for that same timeframe.</p>		<h3>Capital Projects</h3> <p>NNRH is frequently making changes, updates, and upgrades to better deliver healthcare to Elko and surrounding communities. This is a list of the most recent project completions, as well as projects currently being worked on that show where the current focus us for changes, updates, and upgrades throughout NNRH.</p>		<h3>Admit and Surgery Volumes</h3> <p>This graph provides the number of patients admitted to inpatient care per month, as well as the number of surgeries performed per month at NNRH. It includes 12 months of data.</p>
People	<h3>Community Contributions</h3> <p>In addition to providing healthcare and being involved in community happenings, NNRH also provides monetary support as demonstrated by the sums listed here.</p> <p>"Charity care" is defined as care that was uncompensated by payors as well as uninsured discounts. Delivering care to all our neighbors, regardless of their ability to pay, is foundational to our mission and our commitment to our community.</p>		<h3>Traffic to Website</h3> <p>The volume of visits to Northeastern Nevada Regional Hospital website can be an indication of brand and health services awareness. It reflects, the value of information provided to the community, the trust the community has in NNRH, the awareness of the services we offer, and the ability NNRH has to leverage digital platforms to communicate.</p>		<h3>Upcoming Community Events</h3> <p>NNRH loves to be involved in the community! This is a list of the upcoming community events in which our hospital is participating. Join us in supporting our community. We look forward to seeing you at some of these events!</p>
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