

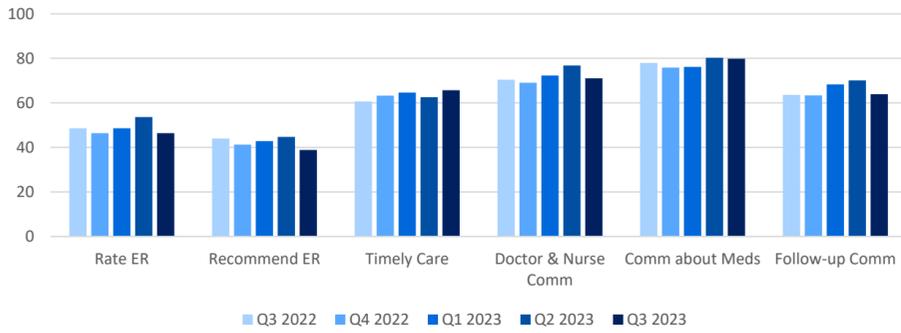
Hospital Scorecard



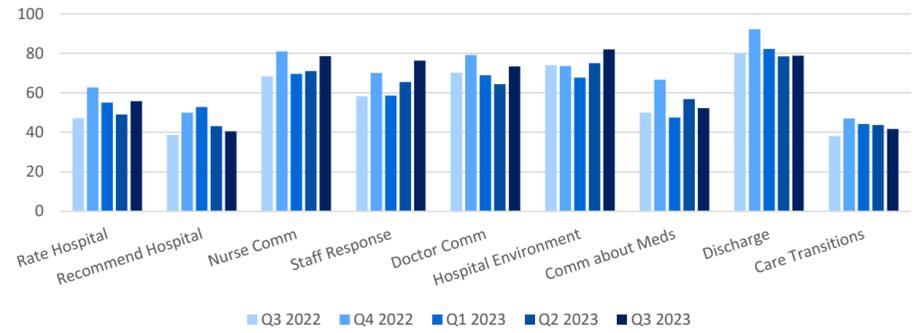
Leapfrog Safety Grade: C
CMS Star Rating: ★★

Excellence - Service

Emergency Department CAHPS

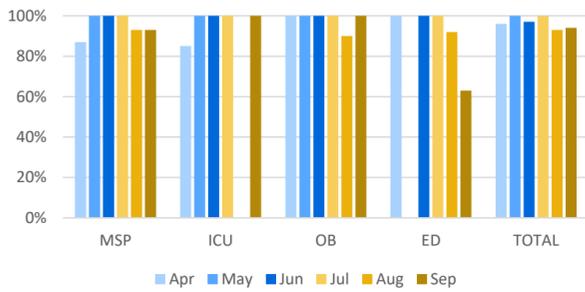


Inpatient HCAHPS



Excellence - Quality

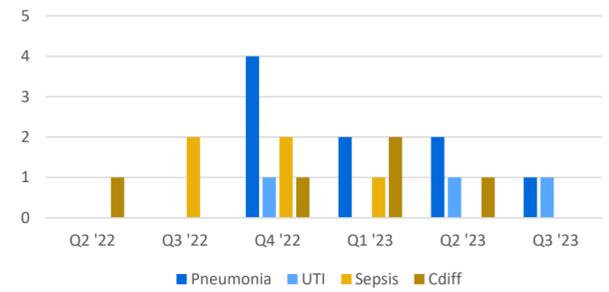
Observed Hand Hygiene Success Rates



Performance Improvement Activity

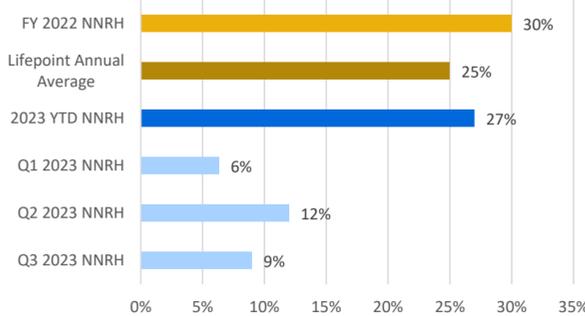
- American College of Cardiology - Chest Pain with PCI Program re-accreditation
- Decreasing triage time in the ED
- Bedside shift report improving to mastery level
- Computerized Provider Order Entry (CPOE) to > 85%
- Improving pre-anesthesia testing (PAT) processes
- New nursing cares insights data for nursing staff
- Improvement of the mental health crisis hold process
- Ongoing effort of new Healthcare Equity Committee
- Improving patient rounding to impact patient experience

Quarterly Hospital Acquired Infection

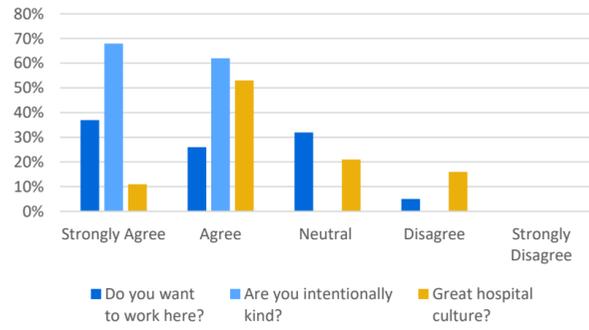


People

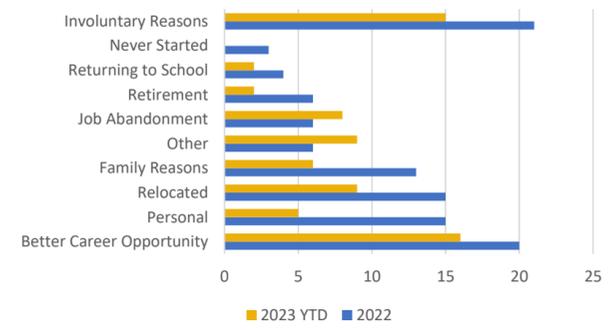
Employee Turnover



Hospital Culture Survey - Q3 2023

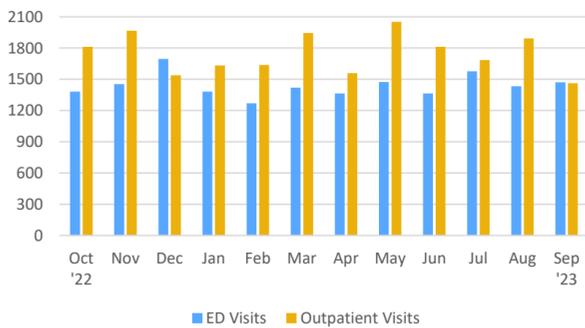


Employee Separation Reasons



Sustainability

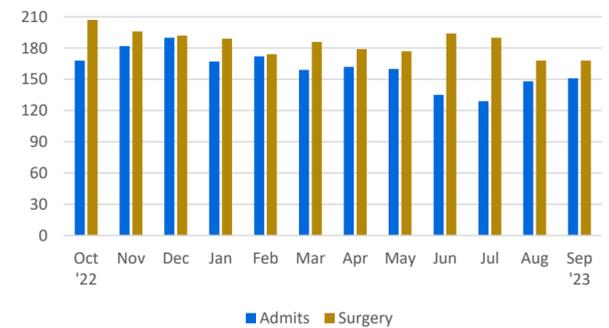
ED and Outpatient Volumes



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
 - Drug Diversion software program
- In Progress:**
- New Computerized Tomography (CT) machine
 - Digital HVAC system upgrade
 - Surescripts software for increased med. rec. accuracy

Admit and Surgery Volumes

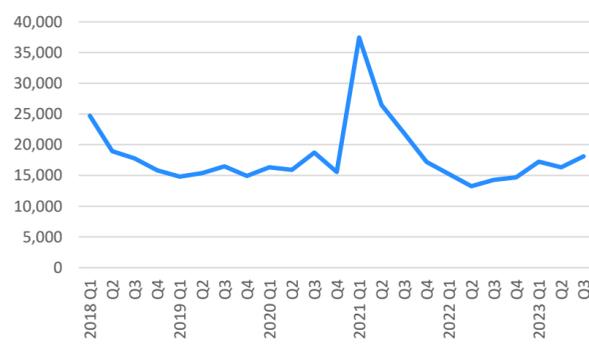


Community

Community Contributions

- In Q3 of 2023, NNRH donated **\$21,750** to various community organizations including the ALS Association of Nevada, Elko Cancer Network, Heroes Have Heart Celebration, Rides and Rods Car Show, and high school athletics.
- 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

- Nov. 2nd – Behavioral Health Providers Event
- Nov. 8th – Career Day at Spring Creek High School
- Nov. 29th – Festival of Trees
- Dec. 2nd – Sensory Sensitive Santa
- Mar. 9th – Health & Fitness Fair

Champion Patient Care

Do the Right Thing

Embrace Individuality

Act with Kindness

Make a Difference Together