

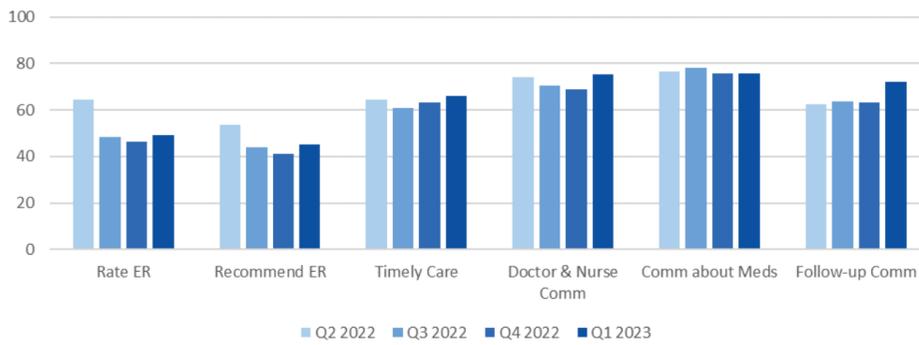
**Leapfrog Safety Grade: C**  
**CMS Star Rating: ★★**



**"Count on us."**

**Excellence - Service**

**Emergency Department CAHPS**

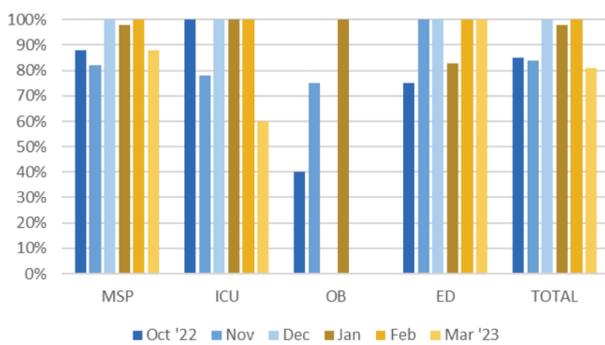


**Inpatient HCAHPS**



**Excellence - Quality**

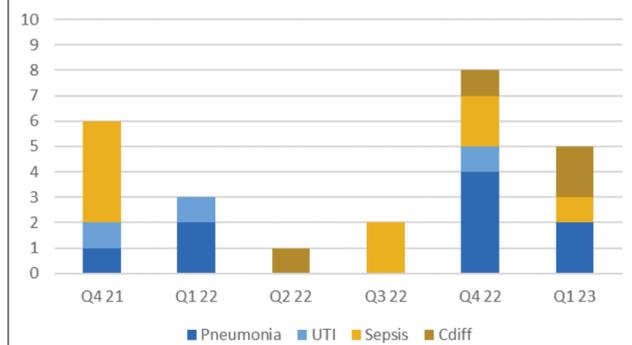
**Observed Hand Hygiene Success Rate**



**Performance Improvement Activity**

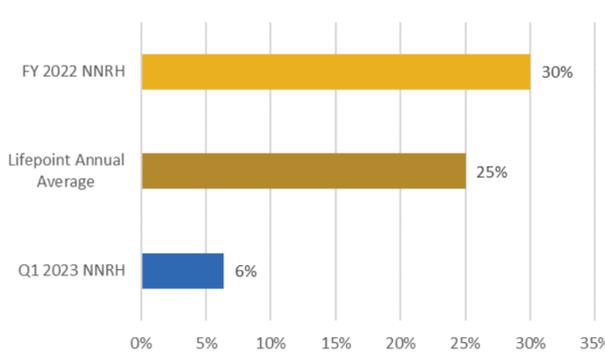
- Routine Bedside Shift Report to mastery level
- Update Medication Reconciliation processes
- Computerized Provider Order Entry to > 80%
- Progress towards in-house transfer procedures
- Increasing Hierarchy of Reliability utilization
- Consistent feedback to staff on event reports
- Development of new Healthcare Equity Committee

**Quarterly Hospital Acquired Infection**

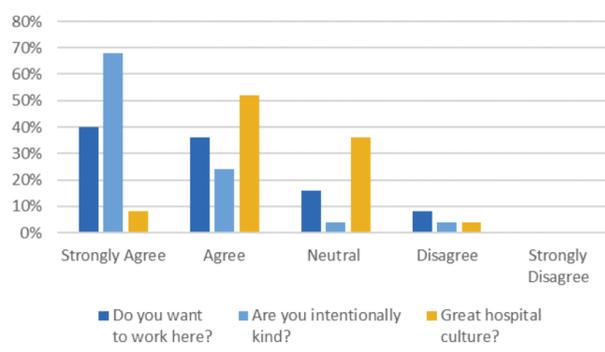


**People**

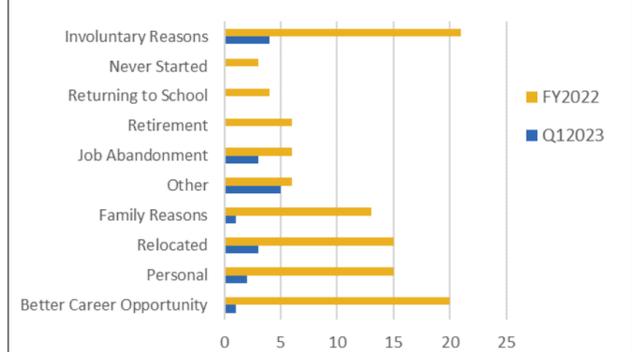
**Employee Turnover**



**Hospital Culture Survey - Q1 2023**

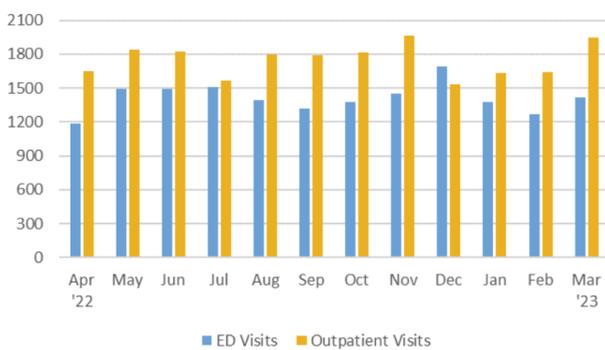


**Employee Separation Reasons**



**Sustainability**

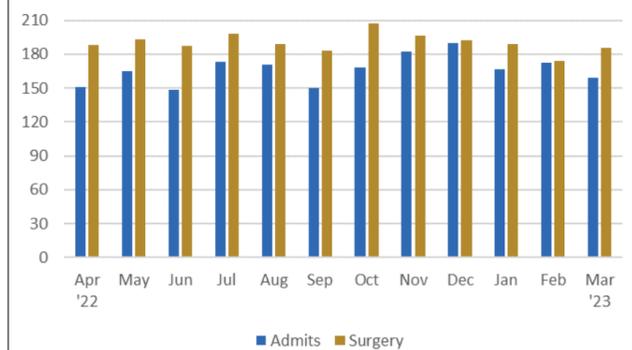
**ED and Outpatient Volumes**



**Capital Projects**

- Recently Completed:**
- New Zoll defibrillators
  - New televisions and channels in patient rooms
  - New counters, cabinets, windows at ED nurses' station
- In Progress:**
- Remodel and new x-ray machine in Cath. Lab
  - Digital HVAC system upgrade
  - New IV pumps house-wide
  - Tiger Connect – HIPAA compliant communication platform
  - Surescripts software for increased med. rec. accuracy
  - Drug Diversion software program

**Admit and Surgery Volumes**

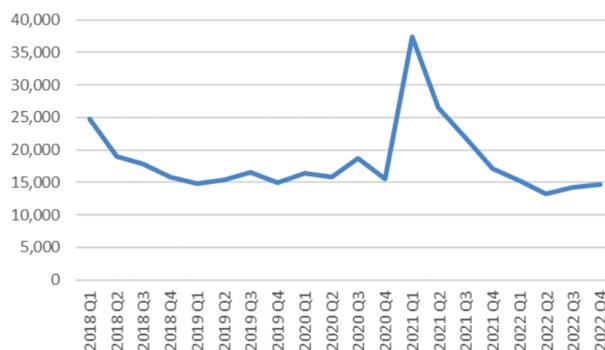


**Community**

**Upcoming Community Events**

- Mother's Day Lunch at Senior Center – May 12<sup>th</sup>
- Level Up 4 Health – SCMS – May 25<sup>th</sup>
- Father's Day Lunch at Senior Center – June 16<sup>th</sup>
- Silver State Stampede – Wear Pink – July 15<sup>th</sup>
- Relay For Life – July 22<sup>nd</sup>
- National Night Out – August 1<sup>st</sup>
- Elko County Fair – September 1<sup>st</sup> - 4<sup>th</sup>
- Suicide Prevention Walk – September 9<sup>th</sup>

**Traffic to Website**



**Community Contributions**

- **\$20,550** donated to various community organizations in Q1 of 2023, such as the Elko Cancer Network, Boys and Girls Clubs, Special Olympics of Nevada, youth sports programs, high school safe graduation parties, and other local non-profits.
- 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.

**Champion Patient Care**

**Do the Right Thing**

**Embrace Individuality**

**Act with Kindness**

**Make a Difference Together**