



UTILIZING PERSONALIZED PATIENT CENTERED CARE



TRANSFORMING CARE AT THE BEDSIDE

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Track: Improving Patients' Experiences With Care
Session: Strategies for Improving Patients' Experience With
Hospital Care
Date & Time: April 20, 2010, 9:30 am
Track Number: CAHPS T2- S1-3

Who We Are



- 20 Bed Critical Access Hospital
- Employees 94 FTEs
- Total Gross Patient Revenue - \$13,000,000
- Outpatient Revenue is 75% of Gross
- Total Days of Care - 1226

Steps to Implement



- Automated Medication Management – 1999
- Point of Care – Jan 2004
- EMR – April 2004
- Medication Verification – April 2004
- Smart IV Pumps – Jan 2005
- Chartlink/CPOE – April 2006
- PACS – June 2007



Why did we implement Personalized Patient Centered Care?

- Quality Care, Every Time
- To deliver personalized, high quality service in a safe and caring environment

What we did to transform care at the bedside?

- “Hand-off” using S-Bar
- Walking rounds at patient bedside with each change of shift
- Multidisciplinary rounds
- Whiteboards in each room





What we did to transform care at the bedside?

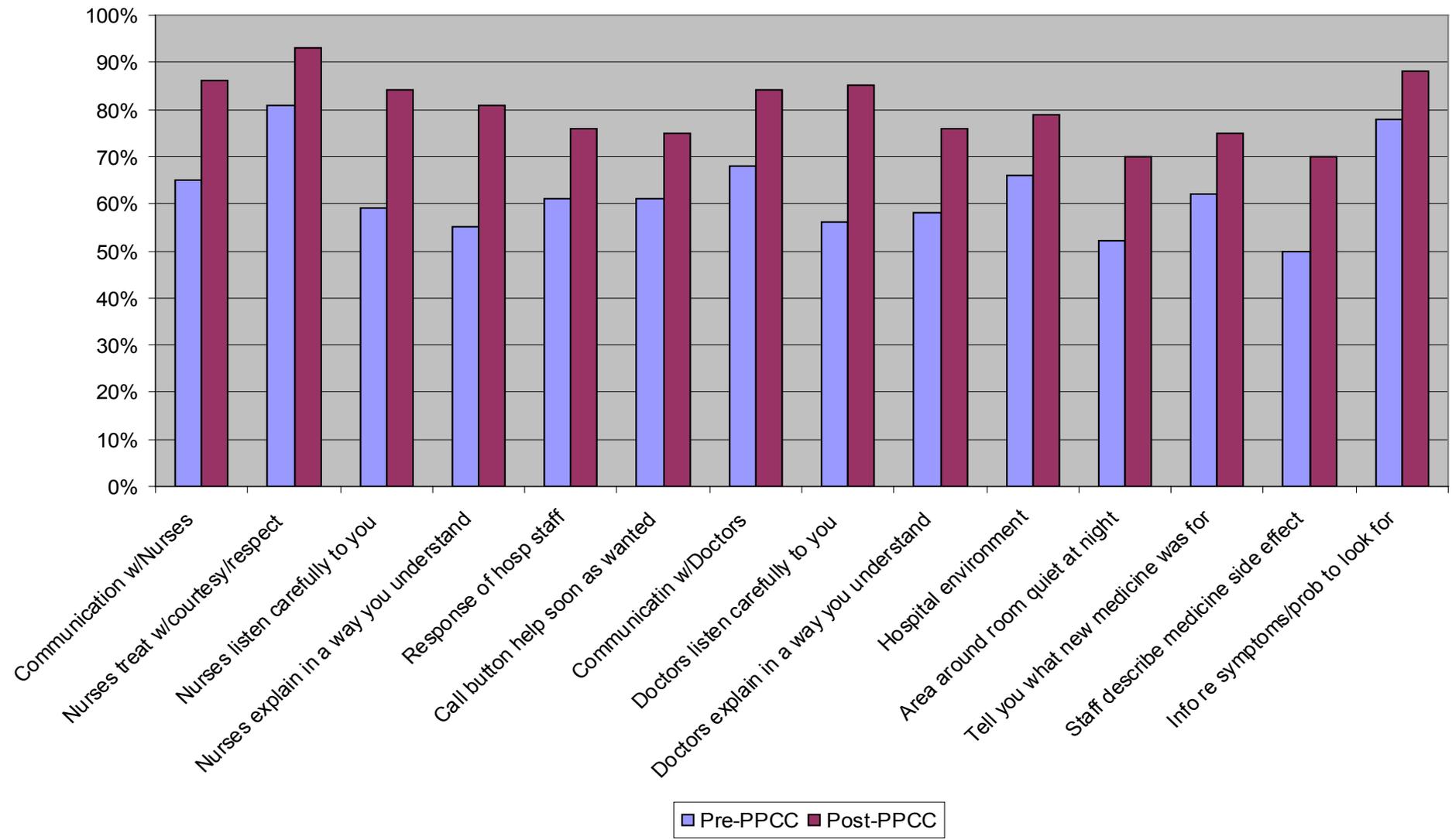
- Quiet Time – 1pm - 2pm
- Dietary Personalization
- Meds are given and personal issues are addressed when the patient wants



What we did to transform care at the bedside?

- Personal Representatives
- Post discharge follow-up calls

HCAHPS DATA - Personalized Patient Centered Care





QUESTIONS?

THANK YOU

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