

Healthcare Quality in Rural America  
Multi-State Rural Hospital Quality and Performance Improvement Project

*Multistate Performance Improvement Project*



Darlene D. Bainbridge & Associates, Inc. ©

---

---

---

---

---

---

---

---

Healthcare Quality in Rural America  
Multi-State Rural Hospital Quality and Performance Improvement Project

Working with our smaller hospitals, particularly our CAHs, to strengthen their quality and performance improvement activities



Darlene D. Bainbridge & Associates, Inc. ©

---

---

---

---

---

---

---

---

Healthcare Quality in Rural America  
Multi-State Rural Hospital Quality and Performance Improvement Project

1. Survey readiness  
Stronger systems for problem solving  
Readiness to survive in the era of intolerance  
Stronger strategic planning



Darlene D. Bainbridge & Associates, Inc. ©

---

---

---

---

---

---

---

---

Healthcare Quality in Rural America  
Multi-State Rural Hospital Quality and Performance Improvement Project

**Stronger Quality Continuum**

Quality Assurance    Quality Improvement    Performance Improvement

Darlene D. Bainbridge & Associates, Inc. ©

---

---

---

---

---

---

---

---

---

---

Healthcare Quality in Rural America  
Multi-State Rural Hospital Quality and Performance Improvement Project

**1. Education & site visits**  
Library of materials containing samples and templates  
QHi and benchmarking against peer group  
On-line and telephone support

Darlene D. Bainbridge & Associates, Inc. ©

---

---

---

---

---

---

---

---

---

---

Healthcare Quality in Rural America  
Multi-State Rural Hospital Quality and Performance Improvement Project

Data Collection    Data Analysis    Plan Development    Plan Implementation

Darlene D. Bainbridge & Associates, Inc. ©

---

---

---

---

---

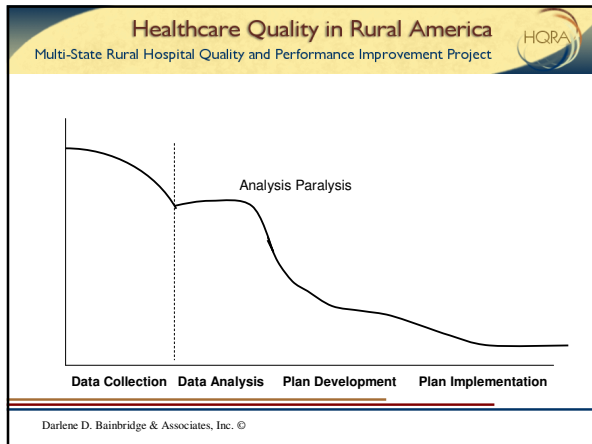
---

---

---

---

---




---

---

---

---

---

---

---

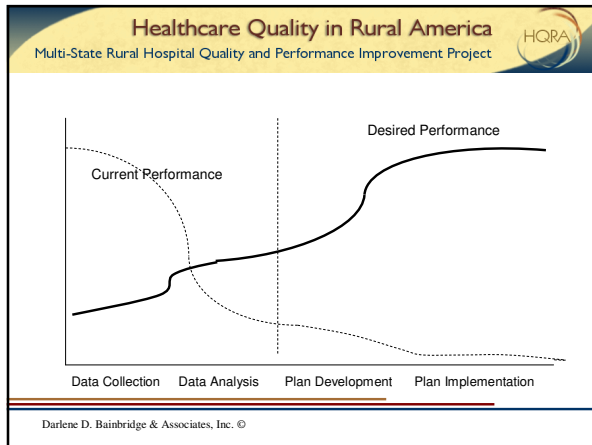
---

---

---

---

---




---

---

---

---

---

---

---

---

---

---

---

---

**Healthcare Quality in Rural America**  
Multi-State Rural Hospital Quality and Performance Improvement Project

Current Date: 06/01/09

**Login Page**

Please log into your account to access the Multi-State Portal.

Email:

Password:

[Forgot your password?](#)

Don't have a password for the Portal yet? Then you can [register for one](#).

**\*Attention QHI users -** You should already have a Portal account - try using your email and QHI password!  
For assistance with your Portal login or information on joining the Portal project, please contact Allen Sester, [HQRA@kdheks.gov](mailto:HQRA@kdheks.gov)

For assistance with your existing QHI login or information on joining the QHI project, please contact Sally Perkins, [sperkins@kha-net.org](mailto:sperkins@kha-net.org)

For assistance with the D.D. Bainbridge project, or for information on joining the D.D. Bainbridge project, please contact Nicole Travis, [nicoloz@ddbainbridgeassoc.com](mailto:nicoloz@ddbainbridgeassoc.com)

---

---

---

---

---

---

---

---

---

---

---

---






---

---

---

---

---

---

---

---

---

---

---

---

**PATIENT SATISFACTION** Nicole Travis July 2009

Home Survey Entry Survey Editor Reports My Profile Admin Logout Help

Select Survey for Response Entry Survey Responses

**Editing Survey**

Survey Name: Sunshine Test 2

Questions

- Question # of Questions using questions
- Quality of the food (0)
- Efforts made by the staff to respect and accommodate special diet requests (0)
- Education provided to you about any special foods or diets that are recommended by your doctor (0)
- Availability of adequate eating area and time for family members (0)
- Efforts made by the staff to assist you with your meals if needed (0)
- Quality of food available to family members (0)

Notes

Food Quality/Preference

- Temperature of the food (0)
- Appearance of the food (0)
- Flavor of the food (0)
- Efforts made by the staff to accommodate your food likes and dislikes (0)
- Efforts made by the staff to make your special diet appealing (0)
- Timeliness of staff in responding to your requests to make changes to your meals (0)
- Efforts made by the staff to find solutions to meal related problems (0)
- Cleanliness of eating area available to family member (0)

Courtesy/Respect  
Billing Process  
Discharge Process  
Continuity of Care/Timeliness  
Patient Safety  
Admission/Registration Process  
Problem Solving  
Access to Care  
Physical Plant Integrity  
Staff Involvement  
Skills/Knowledge  
Communication

Wildcard Question (Unique to your hospital)

Save Changes Back to Surveys

---

---

---

---

---

---

---

---

---

---

---

---

**PATIENT SATISFACTION** Nicole Travis July 2009

Home Survey Entry Survey Editor Reports My Profile Admin Logout Help

Select Survey for Response Entry Survey Responses

**Entering Response to Test Sunshine**

- Timeliness of medical providers in getting back to you with test results
- Timeliness of your bill
- Understandability of staff explanations
- Efforts made by the staff to keep one another informed of changes in and new information about your care
- Quality of the food
- Efforts made by the staff to respect and accommodate special diet requests
- If there was one individual who made your visit seem special, who was it?

Save Response

Back

---

---

---

---

---

---

---

---

---

---

---

---