

# Rapid City Service Unit (Sioux San)

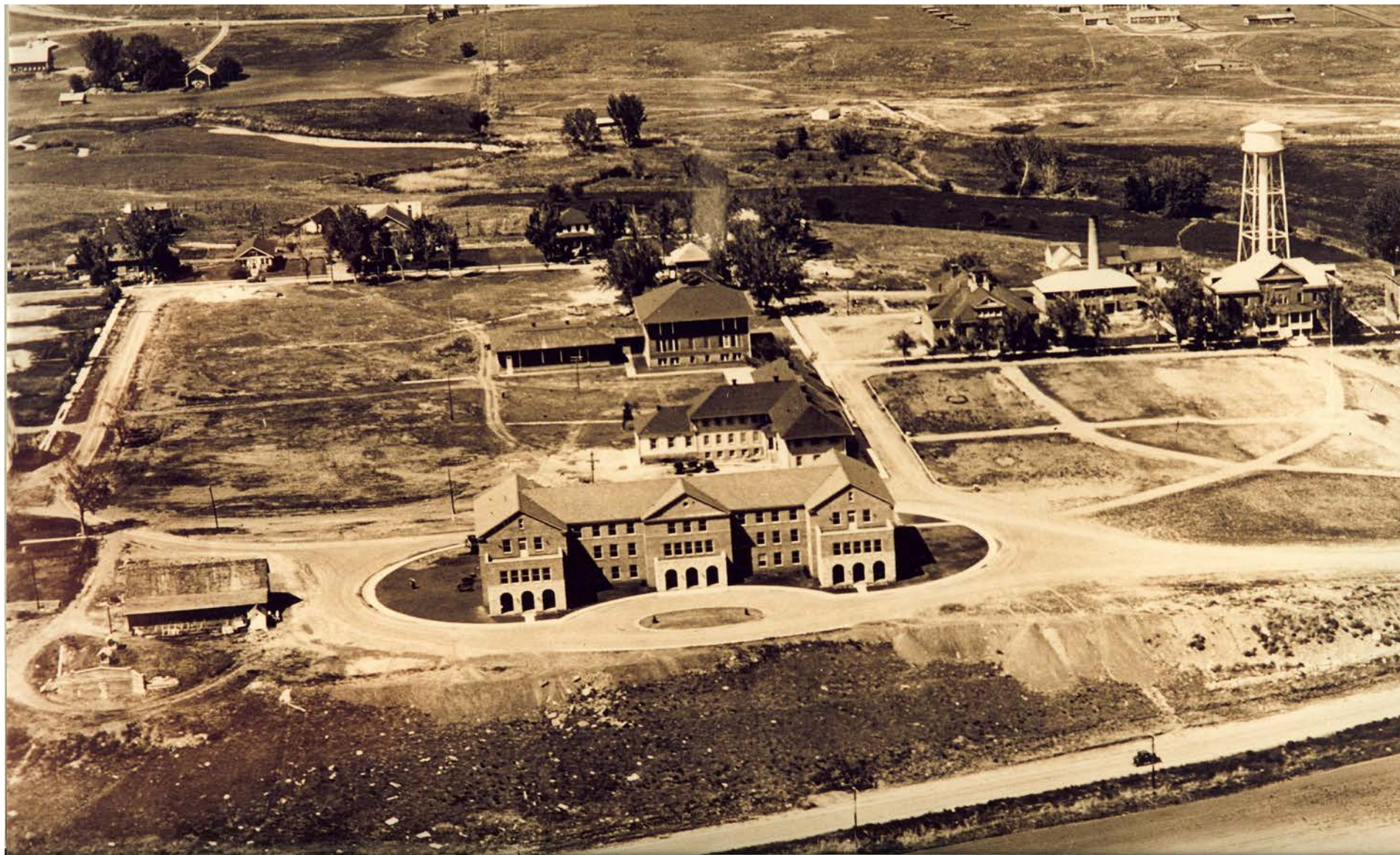
Joe Amiotte, MSEH

CEO

# Sioux San prior to 1936



# Sioux San 1939



# Current Sioux San



- 1898 Rapid City Indian Boarding School Constructed
- 1939 TB Hospital, Sioux Sanatorium
- 1955 IHS Hospital

# Executive Leadership Team

- Joe Amiotte hired as CEO 10/29/2017
- Tina Russell hired as Deputy CEO 6/10/2018
- Jackie Yotter hired as Risk Manager 7/8/2018
- Dr. Sandra Rooks hired as Clinical Director 9/2/2018
- Donna Huber, Nurse Executive
- Nicole Flom, Quality Manager
- Henrietta Janis, Financial Manager
- Kathy LaBonte, Public Health Nursing Director

# Clinical Workforce

- Clinical Staff hired:
  - 3 Physicians; 2 starting November 2018
  - 1 Physician Assistant starting November 2018
  - 3 Nurse Practitioners
  - 1 Nurse-QAPI/RM
  - 9 Registered Nurses (RN)
  - 6 Licensed Practical Nurses (LPN)
  - 1 Chief Dental Officer
  - 1 Deputy Chief Dental Officer
  - 1 Dentist
  - 4 Dental Assistants

# Risk/Quality Management

- Established a Risk Management Committee led by the newly hired Risk Manager
- Risk Management Plan developed and approved
- WebCident Workgroup created to review, address safety issues, and close-out timely
- Root Cause Analysis (RCAs) are completed and addressed timely
- Urgent Care transfers and documentation are reviewed daily
- Wait times and flow are reviewed daily
- GPRA currently meeting 23 of 26 measures as a result of moving GPRA to Nursing
- HEP C Committee chaired by Pharmacy

# Urgent Care Clinic

- All transfers are reviewed
- Templates updated to improve documentation
- Improved the patient flow to reduce wait times
  - Previous wait time ranged from 20 mins to 7 hours
  - Current average wait time is <2 hours
- Records are scanned for transfers and electronic transfer consent are now used



# Access to Care

- Access Committee meeting and data analysis weekly
- Monitor appointment rates, cancelations, productivity
- Established a standard that every patient that presents will be seen (7 step process)
- Onsite CT services began October 22, 2018
- Onsite MRI services to begin November 2018
- South Team (Pediatrics) created and relocated to 2<sup>nd</sup> floor
- West Team consolidated to improve patient care and clinic communication
- East Team consolidated to improve patient care and clinic communication
- Patient Centered Medical Home (PCMH) and Dental Home Designations
- Dr. Britton identified as Acting Deputy Clinical Director
- Appointments for eye exams was 2 months in September 2017, currently 2 weeks

# Customer Service

- On-the-spot complaint resolution implemented and tracked
- Patient Satisfaction Surveys managed by IPC Coordinator also the Outpatient Nurse Supervisor, Fawn Janis
- Patient grievances totaled 51 which is reduced from previous years:
  - 51 in FY 17
  - 79 in FY16
  - 112 in FY15
  - 154 in FY14
  - 136 in FY13
- In 2018, the PATH group assisted Sioux San with a series of monthly customer service training sessions.

# Financial

- Total 3<sup>rd</sup> Party Collections increased by over 8% in 2018 and an additional projection of 6% is on target for 2019.
- Monthly Revenue Enhancement meetings

# Accreditation Preparation

- Compliance training provided to medical staff
- 100% completion rate for AAAHC Departmental assessments w/CAPs for each assessment in process
- Executive Leadership participation in all Departmental assessments and CAP reviews
- AAAHC provided training in June, 2018
- AAAHC Mock Survey in December, 2018
- Accreditation Survey in March, 2019

# Accreditation Completion

## Full accreditation to include Medical and Dental Home designations

### March 2019

