



HEALTHCARE SURVEY RESULTS 2013

Morrill County Community Hospital’s mission is to exceed the expectations of those we serve by providing the highest quality health-care services possible. To help measure our effectiveness in these areas, a Healthcare Survey was mailed to Morrill County residents. We would like to thank those who participated in completing the survey as it provides the hospital with important feedback needed to improve upon patient satisfaction. On the following note, we would like to share with you our Healthcare Survey Results, and our action plan to address the issues brought up by the residents of Morrill County.

Here is how the residents and their families rated their overall satisfaction with Morrill County Community Hospital’s care (5.0 being completely satisfied):

Type of Care	Over-all Rating
Provider	4.27
Nursing Staff	4.24
Front Office / Clerical	4.16
Clinical Laboratory	4.39
Radiology	4.49
Specialty Clinic	4.35
Hours of Clinic Operation	4.31
Wait times in the Hospital / Clinic	4.06
Customer Service	4.02
Provider Availability	3.80
Cleanliness	4.41
Awareness of Health Services	4.13

a. Laboratory

Questions	Over-all Rating
I am satisfied with the overall quality of laboratory services available.	4.34
I am satisfied with the care I received from the laboratory staff.	4.41
I am treated with courtesy and respect from the laboratory staff.	4.44

Issue Identified	Corrective Action Plan
1. Blood Draw Techniques	Prior to blood draws, an informative brochure regarding technique shall be given to the patient. Medical Laboratory Scientist shall also demonstrate and communicate the sterilization

	techniques to the patient.
2.Laboratory Out-Patient Wait Times	Medical Laboratory Scientist shall acknowledge patient upon presentation to the laboratory and communicate with them about wait times.
3.Time Notification of Laboratory Results	Communication and informative brochures regarding availability of test results shall be given to patients upon exit.
4.Expensive Laboratory Test Cost and Billing	Morrill County Community Hospital is currently undergoing a charge master review by a third party vendor to ensure that we are charging competitively among our peers.

b.Radiology (x-ray, ultrasound, CT/MRI scans, dexascan, nuclear med)

Questions	Over-all Rating
I was treated with compassion and professionalism by your technologist during the exam.	4.48
My exam was scheduled and performed in a timely manner.	4.54
Please rate your satisfaction with your experience in the radiology department.	4.46

Issue Identified	Corrective Action Plan
1.Patient knowledge upon what the imaging exam entails, preparation and what to expect.	Documentation that will be given to patients to further educate them on what the exam entails, preparation and what to expect prior to their radiology exam.
2.Condition for the patients comfort need to be improved or better managed (temperature, pain management, comfort level, etc)	The Radiology department has made a conclusive decision to be more conscious about the patient's comfort level. The room temperature is set below 70°F to maintain equipment function. In order to help further the patient comfort level, the department has put blankets and pillows within each exam room. The employees will also make a conscious effort to make sure each patient's experience is as comfortable as possible.
3.Expensive Radiology Test Cost and Billing	Morrill County Community Hospital is currently undergoing a charge master review by a third party vendor to ensure that we are charging competitively among our peers.

c. Specialty Clinic

Questions	Over-all Rating
I am satisfied with my experience regarding the Specialty Clinics at MCCH.	4.36
The Specialty Clinic nurse/provider/staff listened to my needs and concerns and I was treated with courtesy and respect.	4.36

My appointment was done in a timely fashion and was convenient with my schedule.	4.35
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Issue Identified	Corrective Action Plan
1.Waiting room for patients; no privacy	Since the completion of our building expansion, our Specialty Clinics have grown from 3 Physicians to 10 Physicians. The Senior Management will take into consideration the possibility of expansion for our Specialty Clinic to provide privacy for our patients.
2.Patient waiting time	Staff will make a conscious effort to communicate reasons for extended waiting times.

Nursing Staff Over-all Rating

Questions	Over-all Rating
My privacy and personal information was respected during my visit.	4.37
I was treated and discharged in a timely manner.	4.24
My healthcare providers (Nurses, Physicians, Nurse Practitioners) explained my plan of care so I was familiar with my treatment plan.	4.11

d.Nursing Staff - Clinic

Issue Identified	Corrective Action Plan
1.Patient Wait Times	Clinic Nurse shall acknowledge patient upon presentation to the clinic and communicate with them about wait times. If the Provider has not seen them yet, Clinic Nurse will offer refreshment and reading material. If the schedule is significantly behind, an alternative solution is to re-schedule the appointment.
2.Privacy Law	In compliance with the Health Insurance Portability and Accountability Act (HIPAA), Clinic Nurse shall reassure our patients that information regarding their stay in the hospital is confidential. Before giving out information to 3 rd party individuals, Clinic Nurse shall check patient's chart and signed privacy notice and explain reason for not giving out information.
3.Informative Brochures	Informative brochures regarding diabetes, hypertension, flu/cold season, etc. shall be available in the lobby.
4.Sanitization	Clinic Nurse will be more mindful to perform hand hygiene in front of patients instead of out of the room.
5.Uninsured Patients	If insurance is a problem or financial strain we can have information on health fairs and community action services, and assist patients with being able

	to receive continual care with our providers. For more details, you may also contact our Clinic at (308) 262-1755.
6.Employee Identification	Clinic Nurses will dress appropriately with their name badges on during all working hours.
7.Time Notification of Laboratory Results	Communication regarding availability of test results shall be conveyed to patients upon exit.

e. Nursing Staff - Hospital

Issue Identified	Corrective Action Plan
1.Privacy Law	In compliance with the Health Insurance Portability and Accountability Act (HIPAA), Hospital Nurse shall reassure our patients that information on their stay in the hospital is confidential. Before giving out information to 3 rd party individuals, Hospital Nurse shall check patient's chart and signed privacy notice and explain reason for not giving out information. In addition, education in the newspaper regarding HIPAA will also be released.
2.Patient Education	Hospital Personnel shall conduct an outreach on blood pressure/blood sugar clinic at Bayard, Broadwater and Bridgeport.
3.Sanitization	Hospital Nurse will be more mindful to perform hand hygiene in front of patients instead of out of the room.
4.Employee Identification	Hospital Nurses will dress appropriately with their name badges on during all working hours.

f. Front Office Department

Questions	Over-all Rating
The office staff was friendly / accommodating.	4.14
The staff answered questions appropriately.	4.21
The office staff waited on me in a timely manner.	4.13

Issue Identified	Corrective Action Plan
1.Customer Service	As part of our mission to exceed the expectations of those we serve, Front Office Staff shall dress appropriately with their name badges on during working hours. Phone calls will be answered with smile and friendliness in their voice. Patient needs and concerns will come first.

g. Providers

Issue Identified	Corrective Action Plan
1.Scheduled Appointment Times	With the mandated implementation of the electronic health record the process of working up a patient and imputing patient data takes time. At every visit the electronic health record must be updated. If you are a new patient the process is more complex to include imputing the patient's social history, past medical history, medication list, etc. This is time consuming and is a learning process for all staff. We will make every effort to get patients worked up and seen by a provider in a reasonable time frame.
2.Wait Time in Rooms	Staff will strive to keep patients aware of the conditions that could cause an unexpected delay.
3.Lab Call Backs	It is the standard of care to call patients back on abnormal labs only. We make every effort to call each patient, regardless of the status. Some tests are required to be sent out. Turnaround time for those results is slightly longer. If you feel you have not heard from us in a timely manner, please contact the clinic.
4.Emergency Calls	Here at Morrill County Community Hospital it is not financially feasible to hire a practitioner strictly to cover the emergency department setting; therefore our employed physicians share the emergency department call equally. When an emergency situation presents to our hospital that situation takes precedence. Circumstances may dictate wait times in the emergency setting.
5.Scheduling	Our clinic providers take care of patients in common. We will make every attempt to schedule with your provider of choice. If that provider has a full schedule or is unavailable, you may be asked to see an available provider. Our providers have a teamwork approach in caring for our patients. No patient will be turned away. We will make every effort for you to be seen by a provider in a timely manner.

All staff is currently undergoing Core Values Training to improve both personal and professional aspect. In addition, we are also evaluating the need for staggered physician/staff hours to meet your needs.