

**Mangum Regional Medical Center**  
**Quality and Patient Safety Committee Meeting**  
**Agenda and Meeting Minutes for January 2024**

Business Office		
Infection Control		
Radiology		
Plant Operations		
Materials Management		
Environmental Services		
Laboratory		
Human Resources		
Other		
Other		
Other		

Meeting Location: OR	Reporting Period: January 2024	
Chairperson:	Meeting Date: 02/15/24	Meeting Time: 13:00
Medical Representative: Dr C	Actual Start Time: 1325	Actual Finish Time: 1348
Hospital Administrator/CEO: Kelley Martinez	Next Meeting Date/Time: 03/14/2024 @ 13:00	

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**Mission: To provide our Mangum community and surrounding counties with convenient, gold-standard “dependable and repeatable” patient care, while assisting and supporting all their medical healthcare needs.**

*\* Items in blue italics denote an item requiring a vote*

<b>I. CALL TO ORDER</b>				
<b>Agenda Item</b>	<b>Presenter</b>	<b>Time Allotted</b>	<b>Discussion/Conclusions</b>	<b>Decision/Action Items</b>
A. Call to Order	QM	<b>1 min</b>		Approval: First – Nick/ Second Josey
<b>II. COMMITTEE MEETING REPORTS &amp; APPROVAL OF MINUTES</b>				
<b>Agenda Item</b>	<b>Presenter</b>	<b>Time Allotted</b>	<b>Discussion/Conclusions</b>	<b>Decision/Action Items</b>
A. Quality and Patient Safety Committee 1. <i>Approval of Meeting Minutes</i>	Denise Jackson	<b>2 min</b>	Meeting minutes – Jan 2024	Approval: First – Chasity, Second – Meghan
B. Environment of Care (EOC) Committee 1. <i>Approval of Meeting Minutes</i>	Mark Chapman	<b>2 min</b>	Department manager not available for personal reasons, will defer reporting until next month's meeting	
C. Infection Control Committee 1. <i>Approval of Meeting Minutes</i>	Meghan Smith	<b>2 min</b>	IP working on Annual ICRA, IP appointment and TB assessment, to be presented at next meeting for approval	Approval: First – Chasity, Second – Meghan
D. Pharmacy & Therapeutics (P&T) Committee 1. <i>Approval of Meeting Minutes</i>	Chelsea Church/ Lynda James	<b>2 min</b>	Department manager not available, will defer reporting until next month's meeting	
E. Health Information Management (HIM)/Credentialing Committee 1. <i>Approval of Meeting Minutes</i>	Jennifer Dryer/ Kaye Hamilton	<b>2 min</b>	Department manager not available for staffing reasons, will defer reporting until next month's meeting	
D. Utilization Review (UR) Committee 1. <i>Approval of Meeting Minutes</i>	Chasity Howell	<b>2 min</b>	Met with QM,CEO about MyCare Corner issues, Activities is monitoring SWB pt charts for MyCare Corner access to help capture all charts	Approval: First – Meghan, Second – Josey
<b>III. DEPARTMENT REPORTS</b>				
<b>Agenda Item</b>	<b>Presenter</b>	<b>Time Allotted</b>	<b>Discussion/Conclusions</b>	<b>Decision/Action Items</b>

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A. Nursing/Emergency Department	Nick Walker	<b>2 min</b>	6 units of blood product administered with no reactions. MedDispense malfunctioning with power glitches, during the last incident a quick fix was found however IT is investigating for a long term fix ACLS/PALs/Nurse meeting date set for 2/12 & 2/13	
B. Radiology	Pam Esparza	<b>2 min</b>	3 films repeated for the month due to clipped image	
C. Laboratory	Tonya Bowan	<b>5 min</b>	2 labs repeated d/t clotting with redraw preformed. 5 new orders expired, called providers for new orders on those patients. The alere analyzer was down for the month due to incubator not working, 1 staff licensure renewal completed. Working on a Medline contract for lesser supply cost, Working on a contract for new Semiens machine, working on contract with CPL for reference lab as they interface with CPSI, waiting on board approval for CPSI interfacing on internal faxing	
D. Respiratory Care	Heather Larson	<b>2 min</b>	Working on new 02 flowmeters and suction set up. RT work time changed to 0700 for all RT staff	
E. Therapy		<b>2 min</b>	Assistive equipment needs – 11 Sessions: PT 66, OT 68, ST 3 Improved Assessment Scores: 6/6, 7/7, 1/0	
F. Materials Management	Josey Kenmore	<b>2 min</b>	8 back orders for the month, no recalls affecting the hospital. Working on a new requisition process, new materials manager Brittany	

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G. Business Office	Dannille Cooper	2 min	Department manager not available for personal reasons, will defer reporting until next month's meeting	
H. Human Resources	Bethany Moore	2 min	2 new employees, HR was out due to personal emergency 1/22/24-2/2/24	
I. Environmental Services	Mark Chapman	2 min	Department manager not available for personal reasons, will defer reporting until next month's meeting	
J. Facility/Plant Operations	Mark Chapman	2 min	Department manager not available for personal reasons, will defer reporting until next month's meeting	
K. Dietary	Marla Abernathy	2 min	Cleaning schedule being discussed with Corporate due to the current calculations	
L. Information Technology	Tim Hopen	2 min	ER Wow not working correctly, recalibrated these. Lab analyzer not sending results, replaced analyzer	

**IV. OLD BUSINESS**

Agenda Item	Presenter	Time Allotted	Discussion/Conclusions	Decision/Action Items
A. Old Business	QM	2 min	1) Radiology Policy Manuel 2) Emergency Department Policy Manuel 3) Quality Policy Manuel 4) IT Policy Manuel 5) Drug Room Policy Manuel 6) Hospital Policy/Form/Order Set/Protocol and other Document Review Process Policy 7) Policy, Protocols, Forms, or other Document Development, Review, and Implementation Process Policy	Approved Jan 2024

**V. NEW BUSINESS**

Agenda Item	Presenter	Time Allotted	Discussion/Conclusions	Decision/Action Items
A. New Business	QM	2 min	See Policy and Appointment below	

**Mangum Regional Medical Center**  
**Quality and Patient Safety Committee Meeting**  
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<b>VI. QUALITY ASSURANCE/PERFORMANCE IMPROVEMENT DASHBOARD REPORT</b>				
<b>Agenda Item</b>	<b>Presenter</b>	<b>Time Allotted</b>	<b>Discussion/Conclusions</b>	<b>Decision/Action Items</b>
A. Volume & Utilization	CM	<b>2 min</b>	1 AMA – pt with chronic complaint, seen multiple times at other facilities, requesting testing not performed at MRMC, pt became upset that requested testing was not able to be performed and left w/o signing AMA	
B. Case Management	CM	<b>2 min</b>	MyCare Corner requires education in each chart type to accurately capture numbers. AD will monitor all in-pt charts to make sure it is being done correctly	
C. Risk Management	QM	<b>2 min</b>	No complaints/grievances 1 fall with minor injuries No deaths for the reporting period	
D. Nursing	CCO	<b>2 min</b>	Pain assessment percentage – po 65%, IV 60%, multiple nurses noted to not completing the post assessment when admin pain meds. Nursing education done on 2/13/24, correct pain assessment/documentation was addressed with all nursing staff	
E. Emergency Department	CCO/QM	<b>5 min</b>	2 re-admits for the period, 1 returned post ct with reaction due to iodine, this was addressed in patient allergy section of chart/treatment given for reaction ED log – still missing seen by date time (20 charts – 14 day/6 night) and admit time (2 – day) CNO has been addressing this with nursing staff 1 stroke with extended ER time (13 hrs 37 min d/t weather and travel hazards 15 ED transfers to higher level of care	QM to begin direct messaging nurse/cno with ED log error (missing seen by date/time, admit time, etc)

**Mangum Regional Medical Center**  
**Quality and Patient Safety Committee Meeting**  
**Agenda and Meeting Minutes for January 2024**

F. Pharmacy & Therapeutics (P&T)	Pharmacy	<b>2 min</b>	Department manager not available, will defer reporting until next month's meeting	
G. Respiratory Care	RT	<b>2 min</b>	1 instance of missed chart checks with individual coaching preformed	
H. Wound Care	WC	<b>2 min</b>	No in-pt wound development for the month	
I. Radiology	RAD	<b>2 min</b>	1 CT not read w/i hour reporting time, radiologist busy during that time	
J. Laboratory	LAB	<b>5 min</b>	Aleri machine down, resulting in longer test result time, one tech using incorrect technique for reagents/education provided to tech as well as education to a tech on correct microscopic technique due to reading error	
K. Infection Control/Employee Health	IC/EH	<b>2 min</b>	No hospital acquired infections, HH/PPE down with nursing staff, education to be held at skills fair. Antimicrobial monitoring is not currently working with interface, will begin reporting once this is working	
L. Health Information Management (HIM)	HIM	<b>2 min</b>	Department manager not available for staffing reasons, will defer reporting until next month's meeting	
M. Dietary	Dietary	<b>2 min</b>	Cleaning schedule being discussed with Corporate due to the current calculations Reflect the whole week and not the daily tasks	
N. Therapy	Therapy	<b>2 min</b>	Fall precautions in place – 9/9 Gym equipment cleaning compliance – 100%	
O. Human Resources (HR)	HR	<b>2 min</b>	1 CNA – not provided orientation per Corporate HR d/t previous employment at MRMC. Annual education 84 %, EH has notified all employees due/past due	

**Mangum Regional Medical Center**  
**Quality and Patient Safety Committee Meeting**  
**Agenda and Meeting Minutes for January 2024**

			of need for completion w/i 30 days. 1 Dietary employee termed d/t NCNS	
P. Business Office	BOM	2 min	Department manager not available for personal reasons, will defer reporting until next month's meeting	
Q. Environmental Services	EVS	2 min	Department manager not available for personal reasons, will defer reporting until next month's meeting	
R. Materials Management	MM	2 min	Requisition system still in process	
S. Life Safety	PO	2 min	Department manager not available for personal reasons, will defer reporting until next month's meeting	
T. Emergency Preparedness	EP	2 min	Department manager not available, will defer reporting until next month's meeting	
U. Information Technology	IT	2 min	ER Wow not working correctly, recalibrated these. Lab analyzer not sending results, replaced analyzer	
V. Outpatient Services	Therapy	2 min	No outpatient WC for reporting period, Corporate working on getting Therapy Outpatient indicators in the workbook	
W. Strong Minds	N/A	N/A	N/A	N/A
<b>VII. POLICIES &amp; PROCEDURES</b>				
<b>Agenda Item</b>	<b>Presenter</b>	<b>Time Allotted</b>	<b>Discussion/Conclusions</b>	<b>Decision/Action Items</b>
A. Review and <i>Approve</i>	QM	1 min	Corporate Bad Debt Policy	Approval: First – Kelley, Second – Tonya
B. Review and <i>Approve to Retire</i>				
<b>VIII. PERFORMANCE IMPROVEMENT PROJECTS</b>				
<b>Agenda Item</b>	<b>Presenter</b>	<b>Time Allotted</b>	<b>Discussion/Conclusions</b>	<b>Decision/Action Items</b>
A. Performance Improvement Project (PIP)	QM	2 min	The following 2024 proposed PIPs are at Corporate for approval -	

**Mangum Regional Medical Center**  
**Quality and Patient Safety Committee Meeting**  
**Agenda and Meeting Minutes for January 2024**

			1.) Bed side scanning 2.) Pain Assessment	
<b>IX. OTHER</b>				
<b>Agenda Item</b>	<b>Presenter</b>	<b>Time Allotted</b>	<b>Discussion/Conclusions</b>	<b>Decision/Action Items</b>
A. Risk Manager Appointment	QM	1 min	Appoint Denise Jackson for Risk Manager 2024	Approval: First – Chasity, Second – Tonya
B.				
<b>X. ADJOURNMENT</b>				
<b>Agenda Item</b>	<b>Presenter</b>	<b>Time Allotted</b>	<b>Discussion/Conclusions</b>	<b>Decision/Action Items</b>
A. Adjournment	QM	1 min	There being no further business, meeting adjourned by Kelley seconded by Nick at 13:48.	

<b>MEMBERS &amp; INVITED GUESTS</b>				
<b>Voting MEMBERS</b>				
Kelley Martinez <input type="checkbox"/>	Nick Walker <input type="checkbox"/>	Chasity Howell <input type="checkbox"/>	Meghan Smith <input type="checkbox"/>	Marla Abernathy <input type="checkbox"/>
Tonya Bowen <input type="checkbox"/>	Pam Esparza <input type="checkbox"/>	Heather Larson <input type="checkbox"/>	Josey Kenmore <input type="checkbox"/>	Brittany Gray <input type="checkbox"/>
Dr C <input type="checkbox"/>	Bethany Moore (teams) <input type="checkbox"/>	Tim Hopen (teams) <input type="checkbox"/>	Kaye Hamilton (teams) <input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Lynda James (teams)	<input type="checkbox"/> Chelsea Church (teams)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Non-Voting MEMBERS</b>				
Denise Jackson <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>INVITED GUESTS</b>				
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<b>Date Minutes Approved:</b>	
<b>Signature of ChairPerson:</b>	