

Mangum Regional Medical Center
Quality and Patient Safety Committee Meeting
Agenda for April 2024 and Meeting Minutes for March 2024

Meeting Location: OR	Reporting Period: March 2024	
Chairperson: Dr Gilmore	Meeting Date: 04/11/24	Meeting Time: 14:00
Medical Representative: Dr Gilmore	Actual Start Time: 1406	Actual Finish Time: 1439
Hospital Administrator/CEO: Kelley Martinez	Next Meeting Date/Time: tentatively 05/09/2024 @ 14:00	

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*

I. CALL TO ORDER				
Agenda Item	Presenter	Time Allotted	Discussion/Conclusions	Decision/Action Items
A. Call to Order	QM	1 min	Called to order at	Approval: First -- Kelley / Second – Jennifer
II. COMMITTEE MEETING REPORTS & APPROVAL OF MINUTES				
Agenda Item	Presenter	Time Allotted	Discussion/Conclusions	Decision/Action Items
A. Quality and Patient Safety Committee 1. <i>Approval of Meeting Minutes</i>	Denise Jackson	2 min	Meeting minutes – Feb 2024	Approval: First – Kelley, Second – Jennifer
B. Environment of Care (EOC) Committee 1. <i>Approval of Meeting Minutes</i>	Mark Chapman	2 min	No changes in processes, operational issues, site visits	Approval: First – Kelley, Second – Nick
C. Infection Control Committee 1. <i>Approval of Meeting Minutes</i>	Meghan Smith	2 min	! CAUTI/1 CLASBI, 3 HAI UTIs, will monitor for reoccurring problems, still waiting for AUR interface	Approval: – First – Bethany, Second – Brittany

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D. Pharmacy & Therapeutics (P&T) Committee 1. <i>Approval of Meeting Minutes</i>	Chelsea Church/ Lynda James	2 min	P&T scheduled for March 28, 2024	
E. Health Information Management (HIM)/Credentialing Committee 1. <i>Approval of Meeting Minutes</i>	Jennifer Dryer/ Kaye Hamilton	2 min	100% in all areas, no operational issues	Approval; First – Kelley, Second - Danielle
D. Utilization Review (UR) Committee 1. <i>Approval of Meeting Minutes</i>	Chasity Howell	2 min	MyCare Corner issues on-going, working with QM to trouble shoot these issues	Approval: First – Nick , Second – Brittany
III. DEPARTMENT REPORTS				
Agenda Item	Presenter	Time Allotted	Discussion/Conclusions	Decision/Action Items
A. Nursing/Emergency Department	Nick Walker	5 min	0 restraints 3 PRBC with no reactions 0 code blue,	
B. Radiology	Pam Esparza	2 min	0 films repeated for the month	
C. Laboratory	Tonya Bowan	5 min	1 rejected specimens - ER QNS due to many samples	Education provided to tech
D. Respiratory Care	Heather Larson	2 min	18 neb changes for the month	RT to work on changing out O2 regulators in patient rooms
E. Therapy		2 min	Pt with assistive needs – Total sessions for the month; 263 -PT 216 -OT 2 -ST Improved Standard Assessment Scores: 8/8 PT 8/8 OT 1/1 ST	
F. Materials Management	Josey Kenmore	2 min	5 Back order 0 late orders due to vendors - recalls affecting the hospital	MM directors to get NRAC log in and education to all directors for recall monitoring within each department

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			Requisition process implementation Removing inactive items from item master	
G. Business Office	Dannille Cooper	2 min	4 visits – no ID obtained or note written x 2, no insurance on ED visits x 2, ! OP that insurance was not verified at TOS – insurance was no longer active, no payment/payment plan obtained	Education to nursing and BO staff on obtaining this information or noting no idea in nurse note
H. Human Resources	Bethany Moore	2 min	2 background checks completed 4 license renewals	
I. Environmental Services	Mark Chapman	2 min	24 extinguishers checked 5 boiler inspections 1 generator/transfer switch inspection 4 generator inspections Fire drills completed	No issues noted during inspections/drills
J. Facility/Plant Operations	Mark Chapman	2 min	State Boiler Inspection 3/12/24	No issues noted at this time
K. Dietary		2 min	100% on cleaning schedules for the month, corporate filling in until manager is hired	
L. Information Technology	Tim Hopen	2 min	Department manager not available, will defer reporting until next month's meeting	

IV. OLD BUSINESS

Agenda Item	Presenter	Time Allotted	Discussion/Conclusions	Decision/Action Items
A. Old Business	QM	2 min	Seasonal Influenza Patient Vaccine Consent/Declination Form Patient Pneumococcal Vaccine Consent/Declination Form Transmission-Based Precautions: Preventing Transmission of Infectious Agents Policy	Approved March 2024

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			Patient Influenza and Pneumococcal Vaccination Policy	
			Seasonal Influenza Patient Vaccine Standing Order	
			Personal Dress and Appearance Policy	
V. NEW BUSINESS				
Agenda Item	Presenter	Time Allotted	Discussion/Conclusions	Decision/Action Items
A. New Business	QM	2 min	See Policy and Appointment below	
VI. QUALITY ASSURANCE/PERFORMANCE IMPROVEMENT DASHBOARD REPORT				
Agenda Item	Presenter	Time Allotted	Discussion/Conclusions	Decision/Action Items
A. Volume & Utilization	CM	2 min	AMA 1 in- pts; 1 in-pt demanding pain medications. Provider PMP'd patient with noted pain management hx, Provider wrote script for Tramadol. Family and Pt did not want prescribed pain med, demanding something stronger and willing to bring in own pain meds without telling staff. Education provided to pt and family, they remained adamant that they only wanted strong pain meds and would leave if they didn't get it. Provider would not change script, Pt signed out AMA.	No issues noted with AMA
B. Case Management	CM	8 min	My Care Corner	QM/CM to meet with Leslie about MyCare Corner for futher education on findings
C. Risk Management	QM	10 min	1 complaint / 0 grievances - 1 ER pt complaint to CEO about ER nurse attitude while attempting to be seen in the	CEO/CNO discussed c/o nurse attitude, CNO notified Agency HR

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			<p>ER, pt did not check in and reported to CEO</p> <p>Other – 2 events 1 in-pt; pt reports "stubbing toe" on the way to the restroom, noted bruising and c/p pain, provider notified with order for xray obtained.</p> <p>1 in-pt began choking while eating prescribed diet, nursing preformed Heimlich with resp recovery noted. Provider notified with chest xray ordered, no change in diet per provider at this time.</p> <p>Falls w/o injury - 2 1 inpt was found on the floor after nurse hear "commotion" from patient room, pt reports attempting to get up to go smoke. Denies any injuries or hitting head, assessment with no abnormal findings. Fall precautions in place; low bed, bed locked, nonskid socks, call light in reach, obstacle free room, bed alarm. Nurse reports bed-alarm did not sound.</p> <p>1 ER pt; pt was being transferred with x 2 assist from er bed to w/c for dc home, pt reports feeling like they are going to pass out mid-transfer, pt became weak and was lower to floor as transfer could not be completed. No injuries noted, provider notified for eval</p>	
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			<p>Pt fall w/minor injury – 1 1 inpt found on the floor, is not able to recall events, noted to have skin tear and abrasion post fall. Denies any other issues. Pre-fall precautions; low bed, non-skid socks, routine rounding, call light in reach, room close to nurses station</p> <p>Mortality - 1 in-pt; pt brought into the ER post fall at home with c/o pain. admitted with diverticulitis/dehydration. Began treatment for all dx, during the course of the hospital stay, pt had progressive decline. Pt has DNR on file and reports "ready to go". Family remains at bedside during hospital course and supportive of pt wishes. pt expired while in-pt</p>	
D. Nursing	CCO	2 min	Total number of charts with pain medication administration were accounted for, excluding duplicate charts. Post assessment, 4 PO and 7 IV, administration(s) not completed. The majority of missed reassessments were in the ER.	CPSI continues to show past incomplete pain reassessment notifications. Nurses again educated on need to not rely on system for reminder to reassess the patients pain level.
E. Emergency Department	CCO/QM	5 min	4 ER readmits - No trends or patterns were identified, no further action needed	Readmits were not due to lack of education, care on MRMC part

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			9 incomplete logs – QM notifying CNO and Nurse directly though Tiger Connect	
F. Pharmacy & Therapeutics (P&T)	Pharmacy	2 min	Next P&T – March 28, 2024	
G. Respiratory Care	RT	2 min	100% on chart checks	
H. Wound Care	WC	2 min	No in-pt wound development for the month	
I. Radiology	RAD	2 min	No delay in CT reads for the month	
J. Laboratory	LAB	5 min	7 expired orders – called and got new orders Medtox drug screens switched to CLIA waived, Medtox items sent back to company Medtox analyzer was down, chem analyzer had software update, LOCI reader issues/ LOCI replaced	Multi-Clin Drug Screen Device and Chemistry Historical Standard Deviation sent to QM for review process
K. Infection Control/Employee Health	IC/EH	5 min	2 hospital acquired; 1 CAUTI/ 1CLASBI 1.) CAUTI - Pt with change in vitals and status, sepsis protocol started post evaluation. Had indwelling catheter, ua ordered/obtained and foley changed 2.) CLASBI – Picc site found to be red/swollen, provider notified, picc removed and culture obtained. Dressing had been changed per policy, pt with history of “messaging” with lines	1-2.) Monitor infections, education to staff, more frequent rounding and close monitoring of lines with confused patients
L. Health Information Management (HIM)	HIM	2 min	100% H&P completion 100% Progress Note Completion	
M. Dietary	Dietary	2 min	100 % on cleaning scheduled	

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N. Therapy	Therapy	2 min	100%	
O. Human Resources (HR)	HR	2 min	1 90-day competency - not given to employee that started in Jan 2024, HR has contacted employee for completion Annual education – 14 employees have not completed education requirements	HR now monitors annual education and is contacting employees regarding education due dates
P. Business Office	BOM	2 min	1 OP did not collect the cost share/payment agreement for the patient at TOS	Education to BO staff on collecting this at TOS
Q. Environmental Services	EVS	2 min	10/10 on room cleans	
R. Materials Management	MM	2 min	Requisition system still in process; Manager working with Daniel and CPSI on this	
S. Life Safety	PO	2 min	NO issues	
T. Emergency Preparedness	EP	2 min	2 employees oriented, Tornado drill on 3/19/24	
U. Information Technology	IT	2 min	Department manager not available, will defer reporting until next month's meeting	
V. Outpatient Services	Therapy	2 min	Data tool being added to workbook	Email out to creator regarding this still not on workbook
W. Strong Minds	N/A	N/A	N/A	N/A
VII. POLICIES & PROCEDURES				
Agenda Item	Presenter	Time Allotted	Discussion/Conclusions	Decision/Action Items
A. Review and <i>Approve</i>	QM	10 min	Extravasation Management Strategies Conditions of Admission Enteral Tube Management Policy	First approval – Nick Second approval – Anna

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			<p>Intravenous (IV) Extravasation Management and Treatment Policy</p> <p>2024 Mangum Annual Quality and Safety Plan</p> <p>2024 Mangum Annual Quality Plan Evaluation</p> <p>MRMC Lab Policy Manual (see TOC) and the following lab policies:</p> <ol style="list-style-type: none"> 1. Reporting COIVD to State 2. Specimen Labeling Policy 3. Lab Plan of Care 4. Quality Management Plan 5. Competency and Orientation Plan 6. Employee Signatures 7. Lab Ergonomic Plan 8. Performance Improvement Plan 9. Blood and Urine Centrifuges 10. Delegation of Duties 11. Error Investigation and Documentation 12. Use and Care of PPE 13. Pathologist Review of Results 14. Proficiency Testing Policy 15. Reporting to OSDH 16. Specimen Rejection 17. Specimen Storage 	
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			18. Turn-Around Times 19. Corrected Reports 20. Chemical Hygiene and Exposure Control 21. Blood Bank Alarm System 22. Blood Culture Collection 23. Evacuated Tube Collection 24. FDA Medical Device Reporting Procedure 25. Look back for Transmitted Disease Policy 26. Platelet Poor Plasma Strong Minds Policy Manual (see TOC) Annual TB Risk Assessment	
B. Review and <i>Approve to Retire</i>				
VIII. PERFORMANCE IMPROVEMENT PROJECTS				
Agenda Item	Presenter	Time Allotted	Discussion/Conclusions	Decision/Action Items
A. Performance Improvement Project (PIP)	QM	2 min	1.) Bed side scanning 2.) Pain Assessment 3.) Stroke	Schedule meeting for follow up on 1st Quarter data
IX. OTHER				
Agenda Item	Presenter	Time Allotted	Discussion/Conclusions	Decision/Action Items
A. Risk Manager Appointment	QM	1 min	Approved - Feb 2024	
B. Infection Preventionist	QM	1 min	Approved – March 2024	
X. ADJOURNMENT				

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Agenda Item	Presenter	Time Allotted	Discussion/Conclusions	Decision/Action Items
A. Adjournment	QM	1 min	There being no further business, meeting adjourned by seconded by Nick/Melissa	

MEMBERS & INVITED GUESTS

Voting MEMBERS				
Kelley Martinez <input type="checkbox"/>	Nick Walker <input type="checkbox"/>	Chasity Howell <input type="checkbox"/>	Meghan Smith <input type="checkbox"/>	Danielle Cooper
Anna Ford	Pam Esparza <input type="checkbox"/>	Heather Larson	Jennifer Dreyer	Brittany Gray <input type="checkbox"/>
	Bethany Moore		Kaye Hamilton (teams) <input type="checkbox"/>	Mark Chapman <input type="checkbox"/>
Melissa Tunstall <input type="checkbox"/>	Dr Gilmore (teams) <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Non-Voting MEMBERS				
Denise Jackson	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INVITED GUESTS				
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Date Minutes Approved:	
Signature of ChairPerson:	