

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

|                                             |                                            |                          |
|---------------------------------------------|--------------------------------------------|--------------------------|
| Meeting Location: OR                        | Reporting Period: July 2024                |                          |
| Chairperson: Dr Gilmore                     | Meeting Date: 08/14/24                     | Meeting Time: 14:00      |
| Medical Representative: Dr Gilmore          | Actual Start Time: 1403                    | Actual Finish Time: 1457 |
| Hospital Administrator/CEO: Kelley Martinez | Next Meeting Date/Time: 09/12/2024 @ 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 1403 | Approval: First --Dr G / Second – Kelley |

**II. COMMITTEE MEETING REPORTS & APPROVAL OF MINUTES**

| Agenda Item                                                                      | Presenter      | Time Allotted | Discussion/Conclusions                                      | Decision/Action Items                     |
|----------------------------------------------------------------------------------|----------------|---------------|-------------------------------------------------------------|-------------------------------------------|
| A. Quality and Patient Safety Committee<br>1. <i>Approval of Meeting Minutes</i> | Denise Jackson | 2 min         | Meeting minutes – None                                      |                                           |
| B. Environment of Care (EOC) Committee<br>1. <i>Approval of Meeting Minutes</i>  | Mark Chapman   | 2 min         | Provider office project postponed, Approved LS/EOC policies | Approval: First – Nick, Second – Dr G     |
| C. Infection Control Committee<br>1. <i>Approval of Meeting Minutes</i>          | Meghan Smith   | 2 min         | June/July Minutes presented for approval                    | Approval: First – Brittany, Second – Dr G |

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|                                                                                                                  |                                  |               |                                                                                                                                                                                                                                                                                                      | Since the C.Arous case; IP has requested that all admissions from high risk facilities be tested prior to DC to MRMC for cont care                           |
|------------------------------------------------------------------------------------------------------------------|----------------------------------|---------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|
| D. Pharmacy & Therapeutics (P&T) Committee<br>1. <a href="#">Approval of Meeting Minutes</a>                     | Chelsea Church/<br>Lynda James   | <b>2 min</b>  | Next P&T - September                                                                                                                                                                                                                                                                                 |                                                                                                                                                              |
| E. Health Information Management (HIM)/Credentialing Committee<br>1. <a href="#">Approval of Meeting Minutes</a> | Jennifer Dryer/<br>Kaye Hamilton | <b>2 min</b>  | July – None<br>August – Dr Sanda                                                                                                                                                                                                                                                                     | Approval; First – Nick, Second - Kelley                                                                                                                      |
| D. Utilization Review (UR) Committee<br>1. <a href="#">Approval of Meeting Minutes</a>                           | Chasity Howell                   | <b>2 min</b>  | July meeting min                                                                                                                                                                                                                                                                                     | Approval: First – Nick, Second – Kelley                                                                                                                      |
| <b>III. DEPARTMENT REPORTS</b>                                                                                   |                                  |               |                                                                                                                                                                                                                                                                                                      |                                                                                                                                                              |
| Agenda Item                                                                                                      | Presenter                        | Time Allotted | Discussion/Conclusions                                                                                                                                                                                                                                                                               | Decision/Action Items                                                                                                                                        |
| A. Nursing/Emergency Department                                                                                  | Nick Walker                      | <b>5 min</b>  | 0 restraints<br>2 PRBC with no reactions<br>0 code blue                                                                                                                                                                                                                                              |                                                                                                                                                              |
| B. Radiology                                                                                                     | Pam Esparza                      | <b>2 min</b>  | 0 films repeated                                                                                                                                                                                                                                                                                     |                                                                                                                                                              |
| C. Laboratory                                                                                                    | Tonya Bowan                      | <b>8 min</b>  | 2 rejected labs – 1 specimen clotted, 1 overfilled, both redrawn<br>New dimension is live with de-install of instrument. Multiple functional issues for the month; probe alignments/calibrations done, pump head came off, LHCG didn't dilute, pm completed on new analyzer, replaced drain assembly | Changing over to CPL, new supplies will be going out to clinic and nursing for the new reference lab, with CPL we will not be interfaced at this time though |
| D. Respiratory Care                                                                                              | Heather Larson                   | <b>2 min</b>  | Director out – will defer until next month                                                                                                                                                                                                                                                           |                                                                                                                                                              |
| E. Therapy                                                                                                       | Chrissy Smith                    | <b>2 min</b>  | Pt with assistive needs –<br><br>Total sessions for the month;<br>197 -PT                                                                                                                                                                                                                            | One PT quarterly supervisory visit completed                                                                                                                 |

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|                              |                  |                      | 119-OT<br>0 -ST<br>Improved Standard Assessment Scores:<br>12 - PT<br>12- OT<br>1- ST                                                                                          |                                                                                        |
| F. Materials Management      | Brittany Gray    | <b>2 min</b>         | 0 back orders, no late orders, no recalls affecting the hospital                                                                                                               | Still waiting on list of chargeable v non-chargeable items                             |
| G. Business Office           | Dannille Cooper  | <b>2 min</b>         | 5 after hours visits with missing information;<br>2 – no id obtained<br>2- no insurance obtained<br>1 – no consent signed                                                      |                                                                                        |
| H. Human Resources           | Bethany Moore    | <b>2 min</b>         | No new hires for the month - background check completed<br>None - license renewals                                                                                             |                                                                                        |
| I. Environmental Services    | Mark Chapman     | <b>2 min</b>         | 100% terminal room cleans                                                                                                                                                      | Housekeeping is now using the bleach base solution d/t IP recommendations r/t c.arious |
| J. Facility/Plant Operations | Mark Chapman     | <b>2 min</b>         | 24 extinguishers checked<br><br>boiler turned off for warm weather months on 4/30/24; no inspections while boiler is not running<br><br>1 generator/transfer switch inspection |                                                                                        |
| K. Dietary                   | Treva Durr       | <b>2 min</b>         | 100%                                                                                                                                                                           |                                                                                        |
| L. Information Technology    | Tim Hopen        | <b>2 min</b>         | No IT issues for the month                                                                                                                                                     |                                                                                        |
| <b>IV. OLD BUSINESS</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. Old Business                                                       | QM               | 5 min                | None                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                  |
| <b>V. NEW BUSINESS</b>                                                |                  |                      |                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                  |
| <b>Agenda Item</b>                                                    | <b>Presenter</b> | <b>Time Allotted</b> | <b>Discussion/Conclusions</b>                                                                                                                                                                                                                                                                                                                                                                                 | <b>Decision/Action Items</b>                                                                                                                                                                                                                                                                                                                     |
| A. New Business                                                       | QM               | 2 min                | See Policy and Appointment below                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                  |
| <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>5 min</b>         | AMA pts; 1 for the month, refused admission prior to returning home for personal issues. Nurse/provider provided education on R/B, pt signed out AMA, with pt returning later for admit                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                  |
| B. Case Management                                                    | CM               | <b>8 min</b>         | 2 readmits – 1 d/c home with no further skilled need, returned w/I 30 for differing dx. 1 pt d/c home per family request, pt with overall decline and returned for admit                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                  |
| C. Risk Management                                                    | QM               | <b>10 min</b>        | 1 complaint / 0 grievances – in pt with complaint to CEO about medication prescribed on admit, was not what pt was wanting and was requesting an additional medication to be added to currently ordered pain regime. Pt reported to CEO that they had a personal supply brought in for their use without staff knowledge<br><br>Other – pt had medication brought in for personal use without staff knowledge | Complaint/other - CEO spoke with patient about not using personal medication without staff knowledge. CEO/CCO/QM reviewed pt chart in its entirety to see if there were any events that could have led to this complaint with the patient, there were no events noted in the chart with no change in process noted as needed on the part of MRMC |

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|----------------------------------|----------|--------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                  |          |              | <p>Falls- 1 fall without injury, 1 fall with minor injury (skin tear)</p> <p>Mortality – 1 in-pt death for the reporting period</p>                                                                                                                                                                                                                                                              | <p>Falls – added additional fall precautions as appropriate for individual patient</p>                                                                |
| D. Nursing                       | CCO      | <b>2 min</b> | CNO continues to monitor pain reassessments with education as needed                                                                                                                                                                                                                                                                                                                             | The charge nurse continues to review prn medication assessment to ensure completion, not including the ER patient charts                              |
| E. Emergency Department          | CCO/QM   | <b>5 min</b> | 3 readmits for the month                                                                                                                                                                                                                                                                                                                                                                         | Readmits were not due to lack of education, care on MRMC part                                                                                         |
| F. Pharmacy & Therapeutics (P&T) | Pharmacy | <b>2 min</b> | <p>Next P&amp;T – Sept 2024</p> <p>After hours access - 74</p> <p>ADR – None</p> <p>Med errors - 2; 1.) versed pulled and prepped for use, before order given and medication was not needed for the pt. Medication was not signed out and had to be wasted. 2.) 1 dose of Vanco was overlooked by nurse, once noted the med was reordered for the later time and administered to the patient</p> | <p>CNO education on med errors as needed r/t med error; 1.) One on one education with nurse 2.) Nursing staff education on careful review of MARS</p> |

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| G. Respiratory Care                    | RT      | <b>2 min</b> | Director not present – will defer til next month                                                                                                                                     |                                                                                                  |
| H. Wound Care                          | WC      | <b>2 min</b> | No in-pt wound development for the month                                                                                                                                             |                                                                                                  |
| I. Radiology                           | RAD     | <b>2 min</b> | 4 - delays in reads for the month (2 ct / 2 x-ray)                                                                                                                                   | Rad Director contacted DIA on these delay reads, DIA was very busy resulting in a delay in reads |
| J. Laboratory                          | LAB     | <b>5 min</b> | Stat turn around time – 100%<br><br>Corrected reports – 1 order entry correction<br><br>No blood culture contaminations                                                              | Staff education to order entry with lab tests                                                    |
| K. Infection Control/Employee Health   | IC/EH   | <b>5 min</b> | 2 incidents of Covid                                                                                                                                                                 |                                                                                                  |
| L. Health Information Management (HIM) | HIM     | <b>2 min</b> | 92% H&P completion – 1 SWB not complete<br><br>100% Progress Note Completion                                                                                                         |                                                                                                  |
| M. Dietary                             | Dietary | <b>2 min</b> | 100%                                                                                                                                                                                 |                                                                                                  |
| N. Therapy                             | Therapy | <b>2 min</b> | 100%                                                                                                                                                                                 |                                                                                                  |
| O. Human Resources (HR)                | HR      | <b>2 min</b> | 100% - 90-day competency<br><br>Annual education – 2 employees have not completed education requirements; 1 CNA/1 PT. CNA taken off schedule once past due until education completed |                                                                                                  |
| P. Business Office                     | BOM     | <b>2 min</b> | 100%                                                                                                                                                                                 |                                                                                                  |
| Q. Environmental Services              | EVS     | <b>2 min</b> | 10/10 on room cleans                                                                                                                                                                 | Housekeeping is now using the bleach base solution d/t IP recommendations r/t c.auris            |

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| R. Materials Management               | MM        | 2 min         | Requisitions – 100%<br>Editing stock sheets per dept to ensure dept has each item available to them to request                                                                                                                                        |                                                                                                                                                                                 |
|---------------------------------------|-----------|---------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| S. Life Safety                        | PO        | 2 min         | Boiler was shut down due to warm weather season and will not be back in operation until fall, inspections are only required when boiler is in operation, shut off 4/30/24                                                                             |                                                                                                                                                                                 |
| T. Emergency Preparedness             | EP        | 2 min         | None for the reporting period                                                                                                                                                                                                                         |                                                                                                                                                                                 |
| U. Information Technology             | IT        | 2 min         | None                                                                                                                                                                                                                                                  |                                                                                                                                                                                 |
| 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                                                                                                                                                                                                                                                   | Policies were approved in April 2024 for the SM program, looking for Councilor?                                                                                                 |
| <b>VII. POLICIES &amp; PROCEDURES</b> |           |               |                                                                                                                                                                                                                                                       |                                                                                                                                                                                 |
| Agenda Item                           | Presenter | Time Allotted | Discussion/Conclusions                                                                                                                                                                                                                                | Decision/Action Items                                                                                                                                                           |
| A. Review and <i>Approve</i>          | QM        | 10 min        | 1 <sup>st</sup> Quarter 2024 – Compliance Minutes<br><br>2 <sup>nd</sup> Quarter 2024 – Compliance Minutes<br>Hospital Financial Assistance Policy<br><br>Patient Post-Fall Review<br><br>HIPAA Security Risk Assessment 2024<br><br>Generator Policy | First approval – Chasity<br>Second approval – Brittany<br><br><br><br><br><br>Motion to table – Dietary Manual and HIPPA Manual made by Kaye.<br>First – Brittany, Second – Pam |

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|                                               |                  |                      | HVAC Policy<br>Medical Gases Policy<br>Electrical Wiring Policy<br>Security Management Plan Policy<br>Fire Management Plan Policy<br>Dietary Policy Manual<br>HIPPA Policy Manual |                               |
| B. Review and <i>Approve to Retire</i>        |                  |                      | Elevator Policy                                                                                                                                                                   | First – Kelley, Second – Dr G |
| <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                | 1.) Bed side scanning<br>2.) Pain Assessment<br>3.) Stroke                                                                                                                        |                               |
| <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                | Approved - Feb 2024                                                                                                                                                               |                               |
| B. Infection Preventionist                    | QM               | 1 min                | Approved – March 2024                                                                                                                                                             |                               |
| <b>X. ADJOURNMENT</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. Adjournment | QM | 1 min | There being no further business, meeting adjourned at 1457 by Chasity seconded by Nick |  |
|----------------|----|-------|----------------------------------------------------------------------------------------|--|

**MEMBERS & INVITED GUESTS**

|                           |                                             |                                         |                          |                          |
|---------------------------|---------------------------------------------|-----------------------------------------|--------------------------|--------------------------|
| <b>Voting MEMBERS</b>     |                                             |                                         |                          |                          |
| Kelley Martinez           | Nick Walker                                 | Lynda James                             | Chrissy Smith            | Treva Derr               |
| Chasity Howell            | Jennifer Dreyer                             | Danielle Cooper                         | Pam Esparza              | Mark Chapman             |
| Brittany Gray             | Bethany Moore                               | Chelsea Church (teams)                  | Kaye Hamilton (teams)    |                          |
| Tim Hopen (teams)         | Dr Gilmore (teams) <input type="checkbox"/> | <input type="checkbox"/> Dianne (teams) | <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"/> |
| <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> |  |