



MONTANA
HOSPITAL
ASSOCIATION



FOR RELEASE AFTER SEPTEMBER 29, 2016

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Stillwater Billings Clinic Receives Quality Award

Stillwater Billings Clinic was recently awarded the Montana Rural Healthcare Performance Improvement Network's Quality Improvement Award for its work on Emergency Department Transfer Communications. The awards were announced during the general session at the MHA Annual Convention held in Billings on September 29, 2016.

The Montana Rural Healthcare Performance Improvement Network (PIN) is a voluntary membership of 48 critical access hospitals throughout the state. Through this Network, member hospitals are able to benchmark their performance with their peers on a variety of financial, utilization and direct patient care measures that encourage safe, effective, patient-centered care delivery in even the most remote communities of the state. PIN quality of care measures are based on national benchmarks, but are tailored to reflect the realities of the state's rural population.

Throughout 2015 & 2016, PIN members worked to improve the completeness of patient care information documented and provided during transfer from the Emergency Department. Critical Access Hospitals (CAHs) play a vital role in stabilizing and transferring patients in emergency situations. Emergency Department Transfer Communication measures allow CAHs to evaluate and improve the effectiveness of that important role. Improved transitions of care are a key component of increasing the quality, effectiveness, and efficiency of health care services. Effective transfer of patient information from the ED to the next site of care can foster continuity of patient care and help to reduce errors and improve outcomes.

Applicants for awards in 2016 were required to demonstrate measurable improvement in two or more of the previously mentioned quality of care focus areas. Applicants were also required to demonstrate an active and leading role in supporting PIN quality improvement efforts by participating in PIN events and sharing with peers.

Stillwater Billings Clinic has demonstrated a commitment to its community and the region it serves through its efforts to participate in the PIN's benchmarking and quality of care improvement programs.