



In the last year, Bowdle Healthcare Center has taken significant steps to improve the quality of care each patient and resident receives. Patient and resident safety has always been at the forefront of the care that is provided in our clinic, hospital, and nursing home. However, at the start of 2021, a role was created within the facility to ensure patient and resident safety would always remain at the forefront of our care and to ensure all team members would become experts in quality improvement.

Starting in May of 2021, a complete overhaul has been conducted to the Quality and Infection Prevention programs at Bowdle Healthcare Center and has involved all departments. Through the multi-disciplinary team of Administration, the Medical Director, and all clinical and non-clinical staff, quality improvement is sweeping across all departments to strengthen and cement the culture of safety at Bowdle Healthcare Center. Currently, each department is selecting their quality focuses and process improvements they will be working on over the next year. Over the next year, Bowdle Healthcare Center is excited to tackle these improvement efforts and see the benefits our patients and residents will experience from those efforts.



Each department at the Bowdle Healthcare Center has selected measures to focus their performance improvements efforts around in the next year. The hospital team has begun to work on reducing readmissions by improving our care transition and ensuring post-hospital follow-up appointments are scheduled. In addition, our team is hiring for a full-time Social Worker to improve care transitions. The clinic team will begin work on improving cancer and depression screening and diabetic control. The nursing home team has spent some focused time on decreasing falls in our resident population by adding a Restorative Ambulation Program.

Unfortunately, COVID-19 has added challenges to achieving our goals, but the team is excited to start this program up again soon.

Additional quality measures that the Bowdle Healthcare Center Team is taking on are decreasing urine culture contaminants, increasing appropriate vaccination for children in our community, ensure documentation compliance, and reducing order discrepancies. The departments are currently working with the Quality Director to build the resources necessary to track this data over time and begin to put in place action items for measures not meeting their goals.

Kaitlyn Randall, MSN, RN
Director, Quality & Compliance
Bowdle Healthcare Center
605-285-8385