
Baptist Health Floyd

Quality, Safety, and Patient Experience

Annual Report



Fiscal Year 2023



We are pleased to share the Baptist Health Floyd 2023 Quality, Safety, and Patient Experience Annual Report with you.

Our leadership, medical staff, clinical staff, and employees are committed to providing safe, high-quality care and exceptional service for every patient, every time. We continuously look for ways to improve patient outcomes through a culture of safety and clinical excellence for our patients and we aim to provide a rich patient experience from beginning to end.

Our annual quality and performance improvement program starts with utilizing data to clearly define desired goals. From there, we work in teams to build the processes and structures to achieve those goals. Thereafter, we frequently measure and evaluate our outcomes. This allows us to rapidly adjust, to gain understanding and to continuously improve. We compare ourselves to performance of other hospitals, professional organizations, or quality regulators to demonstrate the validity and relevance of our activity.

This year's report highlights several essential projects that, through hard work and dedicated effort, produced outcomes that often met and sometimes exceeded our plans.

I hope you enjoy reading about the things that we considered essential in earning your trust. We want to be the choice for healthcare – every time. We will continue our work in such a way that we truly earn the privilege of your respect and trust.

Thank you for allowing us to serve you.

Michael K. Schroyer, RN, MSN, MBA, FACHE, AACC
President, Baptist Health Floyd

Mission Vision and Values

MISSION

Baptist Health demonstrates the love of Christ by providing and coordinating care and improving health in our communities.

SHARED VISION

Baptist Health will lead in clinical excellence, compassionate care and growth to meet the needs of our patients.

FAITH-BASED VALUES

Integrity, Respect, Compassion, Excellence, Collaboration and Joy.

COMMITMENT TO PATIENT SAFETY

Continuously improve patient outcomes through a culture of safety and clinical excellence.



BAPTIST HEALTH®

ID 270-A 01/16

Patient Care



968 Babies delivered



23,192 Home Care Visits



11,793 Inpatient Admissions
249,210 Outpatient Visits



48,501 Emergency Room Visits



12,000 Surgical Procedures

Awards and Distinctions

Accreditation Commission for Health Care (ACHC formerly HFAP) Primary Stroke Center Designation, 2016, 2019, 2022



Blue Distinction Centers+ for Cardiac Care 2022
Blue Distinction Centers+ Spine Surgery 2019



Breast Imaging Center of Excellence by American College of Radiology,

Cardiac Diagnostics and Vascular Testing Accredited by Intersocietal Accreditation Commission, 2023



Commission on Cancer (CoC) and National Accreditation Program for Breast Centers (NAPC) accredited

Get with the Guidelines® American Heart Association Quality Achievement award, Stroke Gold Plus with Target; Stroke Honor Role Elite and Target: Type 2 Diabetes Honor Roll, awarded by the American Heart Association, 2023



Accreditation Commission for Health Care Certification 2019

INspire Hospital of Distinction, 2020,2021,2022



Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program (MBSAQIP)- Weight Management and Bariatrics Center of Excellence

The American Nurses Credentialing Center (ANCC) Pathway to Excellence



Society of Thoracic Surgeons (STS) Three-Star Cardiac Surgery Program



The Guardian of Excellence in Patient Experience for sustaining performance in the top 5% for Radiation Oncology.

US News and World Report-Baptist Health Floyd has been recognized as a high performing hospital for 2022-23 by U.S. News & World Report for adult care and conditions included: kidney failure, heart attack, heart failure, COPD, stroke, and lung cancer surgery



Our People

Protecting and championing the safety of our patients is our top priority at Baptist Health Floyd. Ongoing efforts are made to identify and better serve the needs of our patients and their families. Our team of clinical, non-clinical staff and leadership is committed to improving reliability through better process design, building a culture of reliability, and leveraging human factors by designing processes that help people do the right thing. This report outlines the efforts made this year to identify, work, and improve the quality and experience for our patients and staff at Baptist Health Floyd.

An important part of the strategic plan for the hospital is to continue to invest in our most important resource... our staff. The ideas for improvement are provided by our employees through the Presidents Forums, staff engagement surveys, suggestions submitted to the leadership team, and Daily Management huddle suggestions. The following are a sample of the plans completed this year.

Bee Award

As an extension of the DAISY Award, created to bring attention to the compassionate and skillful care provided by nurses, the BEE Award was put in place to recognize any staff members that go Beyond Exceptional Expectations (BEE). Just as in nature, the daisy is reliant on the BEE for survival, in our hospitals, our nurses are dependent on the incredible teamwork and support provided by other healthcare professionals.

Baptist Health Floyd is proud to be a BEE Award partner, honoring one of our deserving healthcare colleagues with this recognition each quarter. BEE Award recipients embody Baptists mission, vision, and values emphasis on providing exceptional care to our patients.

The BEE Award is an acronym for:

- Beyond expectation while caring and serving patient and family
- Excellence in demonstrating the caring ideals, mission, and values
- Evaluation is in good standing. Employee is viewed by peers as a team player (no disciplinary action by HR or manager).



Human Resources

Fiscal year 2023 was heavily focused on Employee Wellness and Development. Understanding that we spend more time with our coworkers than anyone else in our lives, it is key to helping staff be their best selves when at work.

To infuse a little fun into the days, several employees participated in celebrations and events throughout the year, starting with our Annual Wellness Week Celebrations. Activities varied from Ju Jitsu to Mindful Meditation Training. Our Annual Employee Holiday Meal was a huge success as all shifts were able to enjoy a delicious meal prepared and served by Stumler's Catering. In the Spring, all departments participated in our 3rd Annual Pop-A-Shot Tournament, Employee Appreciation Day, and Easter Egg/Rubber Duck Hunt, Hospital Week, and Nurses' Week Celebrations!

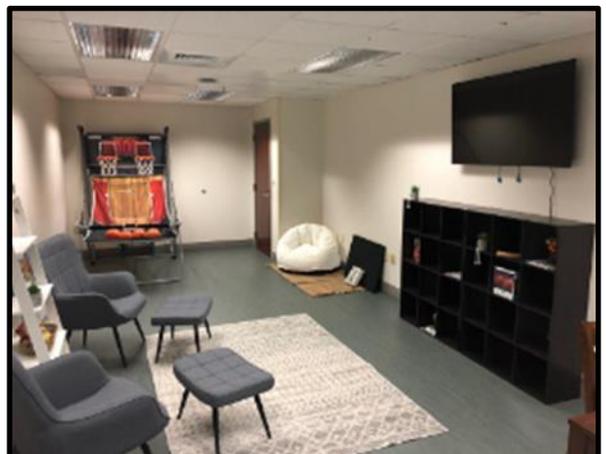
Twenty of our Baptist Health Floyd employees and their significant others were able to participate in a Marriage Retreat facilitated by our Employee Support Counselor. This overnight retreat allowed participants to get away from the stresses of everyday work and life, while reconnecting with each other. Participant feedback was fantastic! In addition to the Marriage Retreat and daily support provided to staff, our Employee Resource Counselor hosted Mental Health First Aid & Certification for several of our team members.

To assist with personal development, Baptist Health Floyd was very excited to roll out a Preceptor Program, aimed to ensure those training our newest employees are well equipped in the skills of training and providing feedback to others.

With all of these key initiatives in mind, we were very happy to see significant increases in overall staff satisfaction and engagement.

Staff Lounge

Using feedback from the staff engagement survey, a new staff lounge was created. The lounge features a 24/7 Micro Market, take one-share one library, pop-a-shot, puzzle board, dining table, TV, lounge chairs, adult coloring books and more. This is available to all staff to help to nourish, refresh, and recharge while at work.



Actions from Staff Feedback

- Hired Employee Support Counselor (onsite mental health support for staff)
- Employee-only respite rooms
- Employee gym
- Hosted onsite massage therapy sessions for staff
- President's Advisory Council
- Caught Caring Program- Employee recognition launched
- Employee Resource Room
- Purchased transport van
- Increased financial support for the Knowledge Program expansion
- Under 18 hiring programs
- Continued partnership with Ivy Tech Community & Technical College
- Continued partnership with Prosser Career Education Center
- Chosen as a pilot sight for the Seasonal Worker Program (flexible scheduling)

Our Patients

Patient Experience

The Patient and Family Advisory Council (PFAC) serves to provide a voice for the patients, family members and caregivers. The group is a valued resource that offers its perspective on hospital initiatives and work on improvement projects informed by their hospital experiences. Getting the patient and family PFAC perspective assists our leaders and staff to improve the quality of patient care and experience by:

- Identifying concerns
- Supporting staff and hospital leadership
- Educating staff about the patient and family care perspective

PFAC, led by the Patient Experience Manager, Amanda Huffmon, and Patient Advocate Brittany Haas, consists of 8 to 10 members. These council members volunteer their time, skills, and ideas to create and enact key projects and programs that impact the patient and family experience. During fiscal year 2023 PFAC assisted with the following projects:

Over the past year, the PFAC has provided feedback on:

- Improving wayfinding and signage on the first floor of the hospital

- Reviewing medication information cards to be given to patients
- Providing input on our the G.R.E.A.T. Communication class required for all new employees
- Editing Food and Nutrition information given to patients on meal ordering
- Editing instructions given to patients on how to prepare for CVOR surgery
- Observing the new NICU area before opening
- Providing input on the Patient Care Bundle



Keeping the Community Informed

Baptist Health Floyd President Mike Schroyer updated members of our community regarding all the great things happening at the hospital to the Floyd County YMCA.

Mike told the group about the ongoing construction happening at Baptist Health Floyd as well as other updates.



Baptist Health Medical Group

Pain Management

William Bickers, MD, completed the first HFX iQ implant at Baptist Health Floyd. It was only the second ever implanted at a Baptist hospital. The first was at Baptist Health Lexington.

The HFX iQ, from Nevro, is the only artificial intelligence-based spinal cord stimulator system that gets smarter over time as it learns from the patient's responses.

More than 80% of the patients who have this procedure have less pain. HFX iQ provides electric stimulation to the spine and interrupts the transmission of pain signals to a patient's brain, ultimately reducing their discomfort.

It helps patients reduce their need for pain medication. According to Nevro, patients are fitted with an external device prior to the procedure that mimics the implantable device to see if their pain levels are changed before undergoing a permanent implant.

Permanent implantation is done under sedation; an incision is made in the patient's hip/back area creating a "pocket" to hold the small device. Wires are threaded into the spinal column in the pain receptors, and two to three stitches are done to keep the implant in place.

Nirav Patel, DO, will also be performing the procedure at Baptist Health Floyd.



Culture of Safety

Baptist Health Floyd participates in a bi-annual Culture of Safety Survey to assess staff perception of the organization's support for patient safety and a safe work environment. Based on the survey results, Baptist Health Floyd's Leadership Team in conjunction with multidisciplinary staff, work to create an action plan to improve areas of opportunity. Our FY2023 Culture of Safety Survey results highlighted great improvements in the majority of domains in comparison from previous survey. Opportunities identified from two categories: Leader Support for Patient Safety & Handoff/Transition Communication.

The Interdisciplinary Quality Shared- Governance Council has worked throughout the year formulating a robust action plan to help address these opportunities. The action plan includes leader rounding, standardized safety report out at monthly team meetings, standardized communication report, and proactive acknowledgement of ‘good catches’ within departments. As a team, will continue to work on these actions throughout the upcoming year to improve our culture and patient safety at Baptist Health Floyd.

Cardiovascular Services

Structural Heart Program

Another achievement from the execution of the strategic plan includes launching the first structural heart program in Southern Indiana. The program includes multiple procedures that have not previously been performed at Baptist Health Floyd, including the MitraClip and transcatheter aortic valve replacement (TAVR) procedures.

The MitraClip procedure is a minimally-invasive trans-catheter operation to fix leaky valves. The procedure is conducted on the left side of the heart for those who are not able to receive open heart surgery.

Hybrid OR

A new hybrid operating room was opened in December that is specialized for cardiac procedures for heart and vascular cases. This is part of phase one for the hospital’s \$65 million construction project. The new operating room (OR) will allow the hospital to do procedures that were only available to patients in Louisville. Clinicians will be able to perform more specialized heart procedures in Southern Indiana thanks to the new technology.

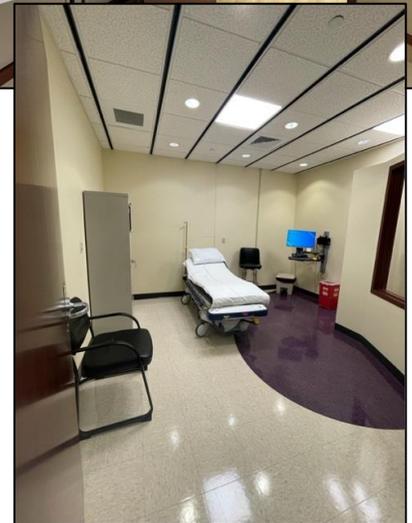


Heart Failure Clinic

As a part of the overall strategic plan, a new Heart Failure Clinic was opened in late July to provide additional access and meet the specific needs of patients with this condition. The clinic's aim is to provide focused heart failure care and keep chronically ill patients out of the hospital. Overall goal is for patients to be seen



within 7 days post discharge in order to evaluation of volume status and clinical stability, disease education, lab evaluation, and pharmacology support along with creating plans of care to prevent readmissions and improve overall care transitions. The clinic is operated by a Nurse Practitioner and Heart Failure Navigator with support of a pharmacist within the clinic. The Heart Failure Clinic is located off the main lobby, near the information desk in the space that used to house the Express Lab.



Care Coordination

Prior Authorization Improvement-Excess Days

Starting in March the Case Management team started the initiative to complete skilled nursing facility and post-acute prior authorizations with the larger Medicare Replacement plans to save time and expedite discharges so patients to get to the appropriate level of care timely.

Prior authorizations are required by insurances to approve care post hospitalization at a rehab or skilled nursing facility. Typically, this process is dependent on the receiving facility initiating timely filing of paperwork to determine if a facility stay is approved. The disadvantages of this process are that it is out of the control of the hospital to initiate the timely report to the insurance company for authorization determination. Approximately

8% of our inpatient discharges require a prior authorization for post-acute care facility stays.

Members of the Case Management Utilization Team recognized this as a barrier to discharge as well as contributing to the length of stay. An opportunity was identified with NaviHealth, that offers tools to streamline communication with insurance providers. This tool allows our staff to request pre authorization directly without using the post-acute facility as a middle person.

Emergency Department

Hospital Throughput

Code Surge was initiated as a part of an overall surge strategy that has helped build a support system within the Emergency Department (ED) which underpins a culture of patient safety. BH Floyd has experienced large growth and volumes this year. As a result, this has led to challenges of ED and hospital exceeding capacity.

As a part of the ongoing hospital throughput process improvement, full capacity protocols were reviewed. It was determined a team approach was needed.

Code Surge is a team approach. ED staff can focus on new patient arrivals while Code Surge team helps support boarders within the department. When the ED calls Code Surge, leaders, and representatives from every department within the hospital are deployed to assist with assigned tasks. This enables swift decision-making, real-time solutions, and tasking of duties to non-ED staff for completion.

A positive change in our staff experiences and teamwork were realized as a part of this program. This team approach makes the area who calls the Code feel supported and validated in their time of need. It allows the entire team and the executive leadership to lend their hands for the period of an hour or less to ensure our patients are receiving the care that we have promised to provide them, regardless of the context of the day.

Facilities Engineering

Fiscal Year Accomplishments

- Coordinated the installation of new interior and exterior signage for patient and staff wayfinding.



- Remodeled Express Lab waiting area and entrance to facilitate better patient flow and increase patient satisfaction.
- Significant progress in replacing old fluorescent lights with LED lights. These lights last much longer which reduces maintenance cost. Locations included the Main Lobby, numerous corridors, staff work areas and patient rooms.



Healthier Communities Initiative

Every three years, Baptist Health Floyd conducts a *Community Health Needs Assessment* to identify the health needs in Floyd County. The data is collected from community input and local health departments and from state and national sources.

The FY 2022-2024 assessment results revealed the following significant healthcare needs: cardiovascular disease, mental health, social determinants of health, substance use disorder and obesity.

Floyd County has high rates of chronic conditions:

- Coronary heart disease mortality per 100,00: 289.5 (IN-277.5).
- Stroke mortality: 68.8 (IN-50.1).
- Diabetes mortality per 100,000: 36.8 (IN-37.8).
- Obesity: 35% (IN-33%).
- Hypertension: 34.1% (IN-34.8%).

Target population identified by committee:

- Individuals diagnosed with or at risk for cardiovascular disease, hypertension, or diabetes.
- Physical activity and poor diet are associated with reduced health outcomes and increased risk of developing chronic disease.

Gaps:

- No local programs address food-related illnesses.
 - Addressing food insecurity.
 - Giving incentives to help encourage healthy behavior change.

The Food as Medicine program was implemented in partnership with Purdue University. This program consists of two evidence-based programs to address needs that surround cardiovascular risk and disease.

- *Dining with Diabetes*-Participants learn how to prepare healthy meals and learn up-to-date information on nutrition, meal planning, exercise, and how to understand common diabetes-related medical tests.
- *Be Heart Smart*, is designed to help adults prevent heart disease by offering simple and practical changes to achieve a heart-healthy lifestyle.

The pilot project conducted in Fall 2022 resulted in improvements in both the participant's perceptions and lab biomarkers for health. Specifically, improvements in hemoglobin A1C levels.

Infection Prevention

During fiscal year 2023, the Infection Prevention team focused heavily on best practices to reduce potential risks to patients. The primary focus was on safety factors related to central line associated bloodstream infections (CLABSI), catheter associated urinary tract infections (CAUTI), clostridium difficile infections, and methicillin resistant staphylococcus aures (MRSA) bloodstream infections.

CLABSI Prevention

ICU Celebration of 365 Days without a CLABSI & CAUTI Event:



Laboratory Services

Laboratory Services successfully achieved the College of American Pathologist (CAP) Accreditation. This accreditation is evidence of the high quality of clinical laboratory services provided here at BHF. This rigorous process of accreditation is achieved through voluntary participation, professional peer review, education, and compliance with established performance standards. CAP accreditation is widely acknowledged for excellence. In total, the CAP accredits more than 8,000 laboratories in 53 countries. The programs are internationally recognized and are the only ones that utilize teams of practicing laboratory professionals as inspectors. Designed to go well beyond regulatory compliance, the program helps laboratories achieve the highest standards of excellence and positively impact patient care.

Medical Staff



New Chief Medical Officer

Dr. Phillips is the new chief medical officer at the hospital. He comes to Baptist Health Floyd after being the chairman of the Department of Emergency Medicine at the University of Chicago Medicine-Advent Health Glen Oaks Hospital in Glendale Heights, IL. He also served as the regional medical director for the Chicagoland ED staffing company, IEMS LLC, caring for almost 200,000 ED patients annually.

A graduate of Harvard University, Dr. Phillips received his MBA and medical degree from the University of Chicago and completed his residency in emergency medicine at the Harvard Affiliated Emergency Medicine Residency (HAEMR) which included Brigham & Women's Hospital, Massachusetts General Hospital, Boston Children's Hospital and Mount Auburn Hospital.

Dr. Phillips is excited about the future of Baptist Health Floyd, which includes opening a new pediatric wing in December and the ongoing construction and expansion of the operating rooms and out-patient surgery.

Nursing Services

Critical Care

The Intensive Care has successfully made many improvements to patient care. Our team is continuously working to review any invasive line or catheter for appropriate removal and provide evidence-based care to prevent infections in our patients. We are proud of the work to reduce Central Line Associated Bloodstream Infections (CLABSIs) and Catheter Associated Urinary Tract Infections (CAUTIs). The ICU Team has gone over a year without a CLABSI or a CAUTI on their unit! Congratulations to this team and thank you for all you do!

Clinicians in our ICU completed training and began using the new Ceribell system in the intensive care unit. The device allows physicians and nursing staff to receive real-time results and provide immediate treatment during medical emergencies involving patient seizures. The Rapid Response EEG brain monitoring system consists of a simple headband, a pocket-sized recorder, and an online portal for remote viewing. It provides clinicians with immediate access to EEG data and other vital diagnostic information, allowing our teams to make informed treatment decisions more quickly. This has been a useful tool for the patients and our providers.

Tele-Stroke was another successful addition to our hospital this past year and ICU was involved with this. With both Ceribell and Tele-Stroke the team has added these two new tools to be able to provide better access to care for our patients and community.

Nursing Education



Becoming a new staff member comes with a world of uncertainty as time management, critical thinking, and clinical reasoning becomes imperative in safe and effective patient care. Being a successful preceptor requires solid patient care and strong skill sets, but also an understanding of key principles of adult learning, facilitating assessment and evaluation of the learning, and giving effective feedback.

The Interprofessional Preceptor program was developed this year to provide a framework and standards of excellence to guide preceptors to

onboard new staff members. This program was designed to help skilled individuals to make the transition from staff/team member to preceptor. This standardized preceptor training is now required to grow effective preceptors in developing leadership and communication skills needed to be successful. New team members, under the supervision of skilled preceptors, are provided with the practical experience they need to develop the skills to be successful in their department. The most important responsibility of the preceptor is to socialize the new hire to their role through both formal and informal education. The preceptor guides the new hire's learning experience, facilitates the new hire's autonomy, and acts as a role model. The education team has done an outstanding job with this curriculum and the preceptor class reviews have been very positive. Successes include:

- 341 Preceptors who have successfully completed the requirements (Program launched January 18th)
- Classes are offered each quarter
- 88 employees have been nominated for this current quarter

Pathways to Excellence



As a Pathway to Excellence organization, Baptist Health Floyd leads the effort to enhance quality of care, patient and nursing safety, and the future of healthcare delivery.

The hospital received its first Pathway to Excellence designation four years ago and for the past 18 months leadership has worked toward a second designation.

“This journey was quite different than the first, given the post-covid challenges facing all healthcare organizations,” said Kelly McMinoway, Baptist Health Floyd vice president of nursing/chief nursing officer. “We approached our journey with this in mind – regardless of the outcome, our goal remains the same – provide a culture of excellence and a positive practice environment for our staff. We have amazing nurses, ancillary staff and nursing leadership team here at Baptist Health Floyd and this second Pathway to Excellence designation provides the national recognition they deserve.”

Falls Reduction

Patient falls are unplanned events in which the patient comes to rest on the ground or lower surface. A considerable body of literature exists on falls prevention and reduction. Successful prevention strategies include identifying patients at highest risk for sustaining serious injury from a fall, multifactorial assessment (estimating danger of falling based on known intrinsic and extrinsic factors), and interventions (preventive action to modify and compensate for risk factors). Interventions to prevent falls and fall-related injuries require appropriate identification of patients at-risk. Current methods to predict patients at-risk in the hospital is based on a subjective fall risk assessment using observations of care staff. Challenges in variability of the pre-fall risk scoring among staff was identified as a need for improvement.

The focus this year has been in identifying a new Falls Risk scoring to assist our clinical staff in better identification of patients at-risk for fall.

A new falls risk scale is completed by the nurse on admission and for the first 24 hours. This is an evidence-based tool that has been shown to be reliable and valid tool for use in the acute care setting. It is easy-to-use tool helps the clinician to better determine which patients are at-risk. It also allows them to determine *why* the patient is at-risk so that individualized interventions can be implemented in a timely manner. This is an extremely important attribute that assists the nurse to identify those patients truly in need of fall prevention measures.

After a period of time a new tool assists the staff using elements of documented data to calculate a predicted falls score. The scoring is updated and is calculated at regular intervals to assist in providing updated information for the clinician to use. This model assists clinicians to detect and identify patients at risk for falls in order to implement the appropriate interventions to improve patient safety and outcomes.

Oncology Services

Breast Cancer Screenings

Over this fiscal year efforts were made to improve breast cancer screenings for the communities we serve. These efforts yielded in over 2400 additional patients screened for breast cancer than previous year.

Breast Cancer Accreditation

The Breast Center achieved recertification from the National Accreditation Program for Breast Centers (NAPBC). Accreditation by the National Accreditation Program for Breast Centers (NAPBC) is granted only to those centers that are voluntarily committed to providing the best possible care to patients with diseases of the breast. Each breast center must undergo a rigorous evaluation and review of its performance and compliance with NAPBC Standards. To maintain accreditation, centers must monitor compliance with NAPBC Standards to ensure quality care, and undergo an onsite review every three years. NAPBC accreditation is the hallmark of excellence for breast centers.

Commission on Cancer Accreditation

The Cancer Center achieved recertification from the Commission on Cancer from the American College of Surgeons. The Commission on Cancer (CoC)-accredited cancer programs undergo an on-site visit on a triennial basis, in which a trained CoC site visit reviewer visits the cancer program and reviews required cancer program activity documentation to ensure compliance with the standards.

Radiation Oncology

Baptist Health Floyd's Radiation Oncology Department was a recipient of the 2022 Press Ganey Human Experience - Guardian of Excellence in Patient Experience Award for sustaining performance in the top 5%. This accolade represents BHF Radiation Oncology's leadership, providing more human-centric care experiences by identifying what patients need most and pivoting quickly. This recognition demonstrates the commitment to the highest standards of patient experience.

BHF Radiation Oncology ranks in the 95th percentile in patient experience performance amongst other healthcare facilities across the nation.



Pharmacy Services

Antimicrobial Stewardship (AMS)

Antibiotic stewardship is the effort to measure and improve how antibiotics are prescribed by clinicians and used by patients. Improving antibiotic prescribing and use is critical to effectively treat infections, protect patients from harms caused by unnecessary antibiotic use, and combat antibiotic resistance. The Centers for Disease control acknowledges that broad spectrum antimicrobial overuse can have unintended effects if not used appropriately.

The main focus of Antimicrobial Stewardship team this year included decreasing overall antimicrobial days of therapy for both broad spectrum antimicrobials and overall antimicrobial utilization.

This team consists of physicians, nurses, and other specialized clinical staff that work to implement evidence-based practices to ensure antibiotics are used only when needed to reduce antibiotic resistance, improve patient outcomes. This year the committee achieved success in decreasing days of:

- broad-spectrum antibiotic therapy (antibiotic that acts against a wide range of disease-causing bacteria)
- all antibiotic therapy

Community Pharmacy

Patients continued to trust our in-house community pharmacy by utilizing our Meds to Beds service. Meds-to-Beds Program is a bedside service designed with your health in mind. It is a program in which the pharmacist delivers discharge medications to your bedside before you leave the hospital. There is no need for you, a friend or a family member to stop at the pharmacy on the way home because we will deliver them to you.

The Meds to Beds service helps patients to:

- Have medications delivered to your bedside before leaving the hospital; no need to stop at pharmacy on the way home
- Receive private, personalized medication counseling by a pharmacist
- Focus on your health and recovery
- Stay on track with your medication plan
- Determining affordability and options of prescribed medications

The service saw a growth of around 20% during the fiscal year.

Pulmonary Sleep Clinic



Due to growth and need for greater capacity for pulmonary and sleep patients to be seen, a new combined Pulmonary/Sleep Center was created.

The clinic is located in Suite 362 of the Professional Arts Building on State Street.

The new location was remodeled and space expanded. The old sleep

center had one clinic room; the new one has four clinic examination rooms along with four sleep center rooms.

Radiology Services

Improving testing times

Emergency departments (ED) across the U.S. are being utilized more than ever, and there is a pressing need to create capacity by improving patient flow. A focus this year for the team to improve ED throughput was to improve computed tomography (CT) scanning turnaround times. The main opportunity identified was to improve time of patient ready for CT to start of CT. To accomplish this, the team added a dedicated transporter to assist in patient transport for timely testing.

Calcium Scoring for Cardiac Health

Cardiac computed tomography (CT) for Calcium Scoring uses special x-ray equipment to produce pictures of the coronary arteries to determine if they are blocked or narrowed by the buildup of plaque – an indicator for atherosclerosis or coronary artery disease (CAD). The information obtained can help the physician to evaluate whether you are at increased risk for heart attack. Patients are able to self-refer for these tests without the need of a provider ordering. We identified the need to connect these patients to a physician that can help them to interpret the findings and identify need for further

testing. This year our CT Calcium Score program implemented an improved process to identify these patients and connect them with specialist to provide follow up.

Rehab Services

New Services and Programs

- ❖ Our Speech Therapy department now has an outpatient pediatric feeding program.
 - Speech Therapy department can perform video swallow studies from NICU to geriatric populations. The NICU/pediatric population is a newly provided service to the community.
- ❖ Physical Therapy and Speech Therapy have launched ongoing collaboration on the inpatient side in support our NICU population.
- ❖ Full-time Physical therapist in the Emergency Department to identify musculoskeletal patients (ankle pain, hip pain, knee pain, shoulder pain, back pain, etc.) and link the patient to needed outpatient services. This Physical Therapist is stationed in the ED to triage musculoskeletal and dizzy patients to maximize patient satisfaction and transitions of care.

Sepsis Care

Each year sepsis takes the lives of an estimated 350,000 people in the US and 11 million globally. Although the prevalence of sepsis is high, community knowledge of sepsis is

low. Here at Baptist Health Floyd, we are committed to providing excellent sepsis care and in raising sepsis awareness within our staff and the community.



This year we welcomed Adrienne Rosenbarger as our new Sepsis Coordinator here at Baptist Health Floyd. This is our first time having a position solely dedicated to sepsis care and process improvement for sepsis outcomes.

Since onboarding, Adrienne has worked to develop the Sepsis Team to provide a multidisciplinary platform to share data and opportunities with physician champions to support the foundation of improvement for our patients.

This year, Adrienne submitted a proclamation to Indiana Governor, Eric Holcomb, for Indiana to officially recognize September as Sepsis Awareness Month. September was filled with staff and patient education on sepsis as well as some fun activities to raise overall awareness of sepsis and prevention.

Stroke Care

Recognition for Commitment to High-Quality Stroke Care

Baptist Health Floyd has received the Get with the Guidelines® American Heart Association Quality Achievement award, Stroke Gold Plus with Target; Stroke Honor Role Elite and Target: Type 2 Diabetes Honor Roll, awarded by the American Heart Association for 2023 for its commitment to ensuring stroke patients receive the most appropriate treatment according to nationally recognized and research-based guidelines. Get with the Guidelines puts the expertise of the American Heart Association (AHA) and American Stroke Association to work for hospitals nationwide, helping ensure patient care is aligned with the latest research and evidence-based guidelines. Get With the Guidelines - Stroke is an in-hospital program for improving stroke care by promoting consistent adherence to these guidelines, which can minimize the long-term effects of a stroke and even prevent death. Each year, program participants qualify for the award by demonstrating how their organization has committed to providing quality care for stroke patients. In addition to following treatment guidelines, AHA's *Get with the Guidelines* participants also educate patients to help them manage their health and recovery at home.

Surgical Services

Surgery Renovation and Expansion Phases one and two of the surgery project began this year. This project includes renovation of the current surgical services department including 30 pre- and post-op bays, new locker rooms, new outpatient surgical flow and waiting area, and storage space; two regular operating room suites and two procedure rooms.



This will bring the total number at Baptist Health Floyd to nine operating rooms, three procedure rooms, two cardiovascular operating rooms, and one hybrid suite. This plan also includes shell space for four future operating rooms.



OR

Ion Procedures

Baptist Health Floyd was the first to begin using the Ion™ endoluminal system in February, 2023. The Ion endoluminal system is a robotic-assisted platform for minimally invasive biopsy in the lung. Collection of lung tissue samples for biopsy with this minimally invasive technology is safe and simple, even when nodules are small and



located in the peripheral lung. The Ion's ultrathin, ultra-maneuverable catheter allows clinicians to reach small lesions in all 18 segments of the lung and affords stability to provide the precision needed for biopsy.

Women's Services

Inspire Distinction

Baptist Health Floyd was recognized again by the Indiana Hospital Association (IHA), in partnership with Gov. Eric J. Holcomb and State Health Commissioner Kris Box, M.D., FACOG, for its commitment to infant and maternal health at the second annual INspire Hospital of Distinction recognition program.

INspire, funded by the Indiana Department of Health's Safety PIN grant, was developed to implement the delivery of best practice care for Hoosier moms and babies and recognize hospitals for excellence in addressing key drivers of infant and maternal health.

Baptist Health Floyd earned an INspire Hospital of Distinction honor based on implementing best practices in six key areas, including infant safe sleep, breastfeeding, tobacco prevention and cessation, perinatal substance use, obstetric hemorrhage, and maternal hypertension.

NICU Level II

The hospital became a Level II facility in 2022 and after extensive remodeling, the NICU is ready to welcome patients. On April 24th, the NICU officially opened. The new NICU has six bays to care for Level II babies. "We heard loud and clear from people that they wanted to stay close to home. So now they can have their babies and we can take care of a higher level of sick babies after delivery right here instead of having to transfer them across the river," Baptist Health Floyd President Mike Schroyer said.



"We are very excited to be able to offer this level of care to the families in our community. Separation is very difficult, and with the addition of this Level II NICU, we will be able to keep babies here in the facility and close to their parents while still receiving high quality, neonatal intensive care," said Emily Banet, MSM, BSN, RNC-OB, NE-BC, director of Women and Children's services at Baptist Health Floyd.

U.S. News & World Report names Baptist Health Floyd a High Performing Hospital

Baptist Health Floyd has been named by U.S. News & World Report to its 2023-2024 list as a High Performing hospital for heart attack and stroke. This is the highest distinction a hospital can earn for U.S. News' Best Hospitals Procedures & Conditions ratings.

The annual Procedures & Conditions ratings are designed to assist patients and their doctors in making informed decisions about where to receive care for challenging health conditions or elective procedures.