



2014

MISSOURI QUALITY AWARD RECIPIENT

Citizens Memorial Hospital/ Citizens Memorial Health Care Foundation

Citizens Memorial Hospital is a fully-integrated healthcare system devoted to exceptional patient care provided by leading physicians and caring staff. Opened in 1982, Citizens Memorial Hospital is located in Bolivar, Mo., and serves Cedar, Dade, Dallas, Hickory, northern Greene, Polk and St. Clair Counties. In addition to hospital services, CMH consists of 32 primary care and specialty care physician clinics, Senior Health Center, and rehabilitation services. Citizens Memorial Health Care Foundation includes six long-term care facilities, one residential care facility, five independent living communities, homemaker plus, home health, hospice, health transit services, and home medical equipment.



Citizens Memorial Hospital was organized in 1978 as a district governmental entity under Missouri law. The not-for-profit public district hospital has a six-member board of directors. Citizens Memorial Health Care Foundation was established in 1986 with nine board members as a not-for-profit 501(c)3 entity that was organized to assist the hospital in the community health system and was a necessary part in the planned growth of the hospital. Because the hospital was formed under Chapter 206 of public laws regulating hospital districts, it cannot own allied health facilities under the district hospital laws.

Innovation

CMH is proud to be a 2014 and 2010 Missouri Quality Award recipient, which recognizes the best in innovation and excellence. CMH is known nationally for innovation and excellence, receiving the Davies Award of Excellence by the Health Information and Management Systems Society for innovative efforts associated with patient electronic medical record (EMR) system. Further recognized for its exceptional achievement in the use of EMR, CMH was the first rural hospital in the United States to achieve a Stage 7 Award from HIMSS Analytics for a virtually paperless patient record environment and the most comprehensive use of electronic medical records. This expertise in EMR has allowed CMH to host site visits from other hospitals and healthcare organizations from across the U.S. and other countries. It was also the catalyst for establishing a rural health network agreement with Ellett Memorial Hospital, a 12-bed critical access hospital in Appleton City. CMH provides numerous services including

implementation and maintenance of a comprehensive EMR (Meditech).

CMH has also been named one of the Top 10 Rural Hospitals in America and recently won the 2014 “Most Wired Innovator” Award and is one of the nation’s “Most Wired” hospitals for 10 consecutive years.

Safety

CMH is continuously growing and developing new programs designed for the safety of our patients, residents and employees. One of the newest programs is the STEMI



Center with 24/7 cardiology availability. Although this program started in February 2014, numerous people have survived the most serious type of heart attack because CMH implemented the program. CMH is the only STEMI Center between Springfield and Kansas City.

Data and transparency have accelerated patient safety improvements at CMH, which is part of the HRET Hospital Engagement Network (HEN). Designed to help identify solutions to reduce hospital acquired conditions and readmissions and spread them to hospitals and other health care providers, CMH has collaborated with HEN and was showcased as a 2013 high performing hospital.

The organization supports a culture of safety and reinforces this behavior by making safety a core competency. In addition to being recognized nationally for employee safety in its long-term care facilities (OSHA’s VPP Star Status), CMH was recently recognized by Healthgrades with the Patient Safety Excellence Award for excellent performance in safeguarding patients from serious, potentially preventable complications during their hospital stay.

Strategic Planning

CMH utilizes an extensive strategic planning process, modeled after the Malcolm Baldrige National Quality standards to achieve growth. CMH’s strategic planning process starts with Our Mission - caring for every generation through exceptional services by leading physicians and a compassionate healthcare team. Our goal is our Vision – to be the first choice for customer focused healthcare to every generation. We will achieve that through our Core Values – I am positive, respectful, innovative, dedicated, empowered – together we are CMH Pride. CMH has developed a

process for incorporating the Mission, Vision and Values into four Flag Poles of Excellence including: Service, Quality, Finance and People.

Based on our research, focus groups and interaction with our patients and residents, CMH is growing to meet the needs of our communities.

Growth

CMH's continued success relies on our ability to adapt and to reflect what is currently happening in the healthcare environment, while keeping the care our patients and residents receive a number one priority.

One of the contributions to our mission is the expansion of the Kerry and Synda Douglas Medical Center. The 80,000



sq. ft. addition to will enable CMH to broaden its services and provide additional space for physician clinics. In fact, the project will include new surgical suites, endoscopic lab, Imaging Center with MRI and PET/CT, Women's Center, and Wound and Hyperbaric Center. The expansion will

provide patients advanced technology and expanded medical services from people they know and trust at CMH.

The Tremain Family Hospitality House is a "home away from home" to oncology patients receiving treatment at the Carrie J. Babb Cancer Center. Many patients travel long distances to receive their cancer treatments and often, as a result of their medical condition, are not physically able to travel multiple times per week for treatments. Now patients can relax at the comfortable Hospitality House for a very minimal cost, and concentrate on their health.

Recent projects include the opening of the Osceola Medical Center and Walk-In Clinic, along with a pharmacy and therapy services, and EMS service for St. Clair County. A future expansion project on the CMH campus includes the Bolivar Technical College facility that will also house the CMH Education Department. The school offers training for nurses and other medical programs.

Also under construction is the Bolivar OB/GYN Clinic, which will also house Butterfield Park Pediatrics. The final construction project is a new long-term care building for Lake Stockton Healthcare Facility that will embrace person-centered care. The existing facility will be converted to an assisted living facility.

Area residents look to Citizens Memorial Hospital and Citizens Memorial Health Care Foundation as leaders in our communities we serve. CMH is a network of relationships that span across southwest Missouri. Those relationships have

allowed CMH and our partners to create and sustain programs to meet the needs of residents in the area and provide a continuum of quality healthcare.

CMH Mission, Vision and Values

CMH Mission: *Caring for every generation through exceptional services by leading physicians and a compassionate healthcare team.
(This is our purpose)*

CMH Vision: *Be the first choice for customer focused healthcare to every generation.
(This is our goal)*

CMH Values: *I am Positive, Respectful, Innovative, Dedicated, Empowered.
Together we are CMH PRIDE.
(This is how we achieve our mission)*



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