

# Oklahoma's NURSING TIMES

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## Setting Goals and Reaching Them



Working at the Indian Clinic in Oklahoma City, OK is where you will find these 3 outstanding nurses. Pictured from L-R are Kelli Guinn, RN, BSN, Director of Nursing, Staci Deland, RN, BSN, Care Manager and Jessica Deaton, RN, BSN, Care Manager.

by Vickie Jenkins

City, OK.

A big shout out to Staci Deland, RN, BSN, Kelli Guinn, RN, MSN and Jessica Deaton, RN, BSN. These 3 outstanding women work at the Indian Clinic, 4913 W. Reno Avenue, Oklahoma

It was December 2015, Robyn Sunday, CEO asked for nursing leadership to spearhead efforts in reducing the long waiting list of new patients. The goal was to eliminate the problem and a deadline was to be reached

by December 2016. It would be a tough job, but these 3 nurses were ready for a challenge and began planning, brainstorming and working extra hard to come up with a solution. They were ready to conquer!

With the help of their co-workers from other departments, they all became a TEAM as they worked together. A database was created. Multiple staff members played important roles along the way. There were a total of 1200 new patients

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## Hundreds Attend Mercy High School Career Day



Students received hands-on experience in a number of different areas. See MERCY Page 2

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See CLINIC Page 3

## St. Anthony Works with Rural Hospitals to Support Local Care

In an effort to keep health care local and convenient for patients, as well as to support local physicians and communities, over the last several years St. Anthony Hospital has partnered with many rural hospitals and medical centers to implement tele-health services. The tele-hospitalist service is one of the tele-health services St. Anthony offers, allowing St. Anthony hospitalists in Oklahoma City to connect with inpatients in rural hospitals. Beaver County Memorial Hospital, Cordell Memorial Hospital, Fairview Regional Medical Center, Harper County Community Hospital, Purcell Municipal Hospital and Quartz Mountain Medical Center, all participate in this specific program.

How does it work? With the assistance of a nurse at the patient's side, a nurse can utilize a stethoscope, a high-definition camera, and an otoscope, to enable the physician at the distant location to examine the patient with great clarity.

Due to the current demand for hospitalists being greater than the actual supply, St. Anthony is able to better support the rural hospitals by providing this tele-hospitalist service. "I am extremely excited about this program. Oklahoma has a severe shortage of physicians in our rural towns. The physicians that work there deal with incredible demands on their time and resources. Having the ability through this technology to help provide inpatient coverage for these overburdened local physicians, allow more patients to get care in their excellent local hospitals," said Robert Rader, M.D., hospitalist, chief of staff of St. Anthony, and regional medical director of informatics and clinical integration services.

The St. Anthony telemedicine program is another service provided by St. Anthony that connects patients to St. Anthony specialists including Dermatology, Psychiatry, Speech Therapy and Endocrinology. This program started in 2010 and the number of rural locations has grown to 8.

"I have been overwhelmed by the support and collaboration I have experienced with our local physician partners, and continue to be impressed by their passion for excellent care of their patients," said Dr. Rader.



Mercy High School Career Day: Yukon seniors Alexis Cain (left) and Megan Mitchell (right) are both interested in becoming nurses.



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## MERCY

Continued from Page 1

Assisting in a mock birth, stitching up after surgery and using a tourniquet to treat a trauma "patient" were just a few of the hands-on, interactive experiences students participated in during Mercy High School Career Exploration Day in Oklahoma City on Sept. 29.

Burl Butler, a health careers and medical terminology teacher at Putnam City High School, says he's been taking his students to the career day for a decade.

"My class size has actually increased from about 30 students to more than 80 because this career fair is so popular," said Butler, who notes that several of his students have ended up in the medical field. "One of my students went on to become an anesthesiologist, so it's just a neat experience to be able to see their interest grow through opportunities like this."

Megan Mitchell, a senior at Yukon High School, was one of more than 1,200 students from 12 metro-area schools who joined in on the fun and learning. She said she is interested in becoming a nurse,

although she still hasn't decided on the exact specialty.

"I've always been interested in the medical field," said Mitchell. "Being able to have all of this in one place and just being able to browse around is really cool."

Students from Canadian Valley Technology Center, Chandler, Chisolm Trail Technology Center, Deer Creek, Eastern Oklahoma County Technology Center, Edmond, El Reno Learning Center, Francis Tuttle, John Marshall, Mount Saint Mary's and Putnam City North also attended. Mercy hopes that through the annual career day, students like Mitchell will have the chance to become exposed to the wider range of careers available to them.

"It's important that we show students in the community the diverse careers available in health care," said Rachelle Potter, a Mercy human resources recruiter. "It's a great opportunity for them to be able to learn about it in a fun environment."

Mercy co-workers from a number of different departments hosted booths with interactive displays throughout the day and were available for students to ask questions about particular career paths.

## CLINIC

Continued from Page 1

on the waiting list. This meant that the names of the new patients would have to be entered into the new database. This took a lot of work on everyone's part. Names were entered onto the computer, new patients were called, letters were written, postcards were mailed and follow-ups were done. This team made every effort they could to contact everyone on the list. Historical records were gathered and new medical lists were made. The Indian Clinic became one big team as everyone worked together, sacrificing their free time. What a heartfelt gesture! It wasn't long before the time frame of waiting to see a doctor went from 6-12 months to 1 to 2 days. This new plan evolved into something miraculous! The nurses had set out to accomplish a real milestone and they succeeded!

I asked these 3 nurses. Staci, Kelli and Jessica several questions about themselves and what they thought about working at the Indian Clinic.

Staci Deland's favorite thing

about her job is the fact that she loves helping the patients improve on their health. "We really get to know the patients and their individual needs. It is nice to get feedback from the patients and know that they appreciate our care." Staci's greatest asset is that she is a great listener, which is important to the patients. She also has great computer skills and is very artistic which shows in some of the art work that is displayed throughout her office. When not working, Staci enjoys spending time with her 7-month old baby and still manages to find time to continue with her beautiful art work.

Kelli Guinn is the Director of Nursing at the Indian Clinic. She has been a nurse for 10 years and enjoys her job. Kelli likes investing her time in the patient care and is able to get the patients to open up about themselves. Kelli knew she wanted to become a nurse when she was little. She finds it is easy to speak with others and has a pleasant disposition, which is a real plus. She enjoys spending time with her husband and 3 children, which keeps her on the go. "There is something special about working here and I love everything about it," she comments.

Jessica is a perfect example of knowing just what a patient needs, making her a very caring person. One of her best qualities is her critical thinking and can handle all kinds of situations, no matter how big or small. Jessica is knowledgeable in cardio and is always willing to accept a challenge. When Jessica is not working at the Indian Clinic, she enjoys spending time with her family and friends, watching OU football and Thunder basketball games and trying out new restaurants in the OKC area. She has 2 dogs, Lexi and Rumble. "Here at work, I consider my co-workers family. It makes it nice on all of us," Jessica says with a smile.

These 3 nurses are able to encourage and motivate others, representing great leadership skills, knowing how to reach goals, even when the going gets tough. They are proud of their co-workers and consider them family. Staci, Kelli and Jennifer can all agree that they enjoy their job at the Indian Clinic and will continue to care for their patients, considering it as paying-it-forward. A big thank-you to all nurses for being the people you are and caring for others. What would we do without you?

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# CAREERS IN NURSING

## KLEPPER CHANGES LIVES OF PATIENTS AND NURSES - HEALTH ACCESS NETWORK

by Traci Chapman - Writer/Photographer

Nursing can be fulfilling, challenging and heartbreaking, becoming a way of life beyond any kind of career.

For more than 40 years, that's how it's been for Rosemary Klepper, a nurse who has made countless patients' lives better – not only through her own efforts, but also as an educator and mentor, a volunteer and community advocate.

"She's someone who once you know you never forget," former El Reno Parkview Hospital administrator Lex Smith said. "There's a strength and such a depth of knowledge with Rosemary, but it's balanced with incredible caring and empathy."

El Reno is where it all began for Klepper. A native of the Canadian County seat, she returned to her hometown after graduating from college and became a registered nurse in 1973. While she said she loved working with patients, much of her journey would instead be dedicated to guiding new nurses to their profession.

"I guess I'm just a natural educator,

of sorts," Klepper said last year. "I've always enjoyed helping people find what they were meant to do and really embrace the love of nursing and all of the good we can do."

Klepper first stepped into nursing education as an LPN instructor at Canadian Valley Technology Center, working also at University of Oklahoma and Oklahoma State University. In 1979, she developed Redlands Community College's associate degree nursing program and served as its director for 16 years.

"That program served and still continues to serve countless students from our area and prepares them to help other people," Klepper's daughter, Mendy Klepper, said. "Who can count how many people have benefited from it?"

Klepper in 2004 moved to Oklahoma City Community College, taking the helm of the college's nursing program, claimed by officials to be the largest in the state. OCCC offers both a traditional registered nursing curriculum, as well as the Collaborative

Bachelor of Science in Nursing Pathway program.

"The program increased its application acceptance from 54 to 72 applicants twice a year through 2011," Klepper said. "In Pathway, students who have a bachelor's degree in another field and who have fulfilled certain prerequisites can complete their RN degree in 10 months.

"That program was my dream come true because it was such a great chance for people to change their careers and do something completely different," she said. Under her leadership, OCCC's traditional nursing program doubled in size, with another 60 people taking part in Pathway annually; according to state records, 90 percent of Pathway students passed the national license exam on their first try, exceeding both state and federal averages.

"Although Rosemary retired from OCCC more than five years ago, her legacy still remains," OCCC President Dr. Jerry Steward said. "She is an inspiration to her former students, some of whom now teach here, and she's

known throughout the state for her dedication to nursing and education."

With her retirement from OCCC in 2011, Klepper returned to her roots – really a place she never left. A longtime board member at Parkview Hospital in El Reno, in 1981 Klepper was instrumental in establishing the Canadian County Board of Health. That began a 34-year ongoing association as a board member and Klepper's subsequent involvement in Canadian County Coalition for Children and Families. There, she has been a driving effort in a multi-pronged partnership involving state and federal agencies and family advocate agencies like Youth and Family Services, Red Rock Behavioral Services, the Gary E. Miller Canadian County Children's Justice Center and more.

"Rosemary has done so much to help bring healthcare and family services together, and in the process it's been a huge boost for family and children not just locally but beyond," coalition member Billie Linam said.

**Continued on next page**


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Rosemary Klepper works as project/case manager for Canadian County Health Access Network and is instrumental in helping families find health care resources.

Those associations were helpful when in 2011, Klepper returned to Canadian County as project/case manager for its Health Access Network. "The Health Access Network - HAN - is instrumental in helping families find health care resources," Klepper said. "This was a grassroots endeavor that grew out of El Reno Community Clinic, and the whole premise kind of starts with that patient-centered medical home.

"They needed a nurse to work as the case manager, to make sure this all worked together and was a benefit to the patients, and it just seemed like a

great opportunity," she said.

While Klepper isn't directly involved in education as HAN case manager, she still fulfills the role of teacher, sometimes without even knowing it, RN Rhonda Chronister said. Also a lifelong El Reno resident, Chronister works as one of two HAN care managers. "I've been a nurse for 30 years and Rosemary always inspires and pushes me every day, even after all this time," RN Rhonda Chronister said. "She's had this amazing career that has all of these different phases, each one so different but always helping so many people."

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## OMRF earns top rating from Charity Navigator



A technician works in a labortory at the Oklahoma Medical Research Foundation.

Charity Navigator, the country's largest charity evaluator, has again awarded the Oklahoma Medical Research Foundation its highest rating.

OMRF received a four-star rating, scoring 93.21 out of a possible 100, for demonstrating good financial health and a strong commitment to accountability and transparency.

"Attaining a four-star rating verifies that OMRF outperforms most other charities in America," said Charity Navigator President and CEO Michael Thatcher. "This exceptional designation sets OMRF apart from its peers and demonstrates to the public its trustworthiness."

Charity Navigator was created in 2001 and uses publicly available financial information to promote intelligent giving by providing reports on thousands of charities in the U.S. and internationally.

The organization's to provide the essential information needed for donors to have confidence in their decisions when making a charitable gift in the nonprofit sector.

"There's nothing we take more seriously than being a good steward of the donations we're entrusted with," said OMRF President Stephen Prescott, M.D. "Donors have a wide variety of charitable options, and we work hard to ensure their gifts are used for their intended purpose: finding new treatments for deadly diseases."

Specializing in research in the areas of cancer, heart disease, aging and autoimmune disease, OMRF was one of 24 Oklahoma charities to receive Charity Navigator's four-star designation this year. This marks the 14th time OMRF has received this top rating.

## Oklahoma's Nursing Times Hospice Directory

- another free service provided by Oklahoma's Nursing Times -

**Alpha Hospice:** 7512 N Broadway Ext., suite 312  
Okc, 405-463-5695 Keith Ruminer/volunteer  
coordinator/chaplain

**Autumn Bridge Hospice:** 405-440-2440

**Autumn Light Hospice:** 580-252-1266

**Carter Healthcare & Hospice:** OKC - OKC  
Pat McGowen, Vol. Coordinator, 405-947-7705, ext.  
134; Tulsa - Samantha Estes, Vol. Coordinator,  
918-425-4000

**Centennial Hospice:** Becky Johnson,  
Bereavement Coordinator 405-562-1211

**Choice Home Health & Hospice:**  
405-879-3470

**Comforting Hands Hospice:** Bartlesville:  
918-331-0003

**Companion Hospice:**  
Steve Hickey, Vol. Coordinator, Guthrie:  
405-282-3980; Edmond: 405-341-9751

**Compassionate Care Hospice:** Amy Legare,  
Bereavement/Vol. Coordinator, 405-948-4357

**Cornerstone Hospice:** Vicky Herrington, Vol.  
Coordinator, 918-641-5192

**Crossroads Hospice:** Elizabeth Horn, Vol.  
Coordinator, 405-632-9631

**Cross Timbers Hospice:** Ardmore-  
800-498-0655 Davis-580-369-5335 Volunteer  
Coordinator-Shelly Murray

**Excell Hospice:** Toni K. Cameron, Vol.  
Coordinator 405-631-0521

**Faith Hospice of OKC:** Charlene Kilgore, Vol.  
Coordinator, 405-840-8915

**Frontier Hospice:** Kelly Morris, Vol.  
Coordinator, 405-789-2913

**Golden Age Hospice:** 405-735-5121

**Good Shepherd Hospice:** 4350 Will Rogers  
Parkway Suite 400 OKC OK 73108 405-943-0903

**Grace Hospice Foundation:** Sharon Doty, Dir  
of Spec. Projects - Tulsa 918-744-7223

**Harbor Light Hospice:** Randy Pratt, Vol.  
Coordinator, 1009 N Meridian, Oklahoma City, OK  
73107 405-949-1200

**Horizon Hospice:** LaDonna Rhodes, Vol.  
Coordinator, 918-473-0505

**Heartland Hospice:** Shawnee: Vol. Coord. Karen  
Cleveland, 405-214-6442; OKC: Vol. Coord. Tricia  
Woodward, 405-579-8565

**Heavenly Hospice:** Julie Myers, Coordinator  
405-701-2536

**Hope Hospice:** Bartlesville: 918-333-7700,  
Claremore: 918-343-0777 Owasso: 918-272-3060

**Hospice by Loving Care:** Connie McDivitt,  
Vol. Coordinator, 405-872-1515

**Hospice of Green Country:** Tulsa:  
918-747-2273, Claremore: 918-342-1222, Sapulpa:  
918-224-7403

**INTEGRIS Hospice, Inc. & the INTEGRIS  
Hospice House:** Ruth Ann Frick, Vol.  
Coordinator, 405-848-8884

**Hospice of Owasso, Inc.:** Todd A. Robertson,  
Dir. of Marketing, 877-274-0333

**Humanity Hospice:**  
Kay Cole, Vol. Coordinator 405-418-2530

**InFinity Care of Tulsa:** Spencer Brazeal, Vol.  
Director, 918-392-0800

**Indian Territory Home Health & Hospice:**  
1-866-279-3975

**Interim Healthcare Hospice:** 405-848-3555

**Image HealthCare :** 6116 S. Memorial Tulsa,  
Ok. 74133 (918) 622-4799

**LifeChoice Hospice:** Christy Coppenbarger,  
RN, Executive Director. 405-842-0171

**LifeSpring In-Home Care Network:** Terry  
Boston, Volunteer and Bereavement Coordinator  
405-801-3768

**LifeLine Hospice:** April Moon, RN Clinical  
Coordinator 405-222-2051

**Mercy Hospice:** Sandy Schuler, Vol.  
Coordinator, 405-486-8600

**Mission Hospice L.L.C.:** 2525 NW Expressway,  
Ste. 312 OKC, OK 73112 405-848-3779

**Oklahoma Hospice Care:** 405-418-2659  
Jennifer Forrester, Community Relations Director

**One Health Home Health in Tulsa:**  
918-412-7200

**Palliative Hospice:** Janet Lowder, Seminole, &  
Sabrina Johnson, Durant, 800-648-1655

**Physician's Choice Hospice:** Tim Clausing,  
Vol. Coordinator 405-936-9433

**Professional Home Hospice:** Sallisaw:  
877-418-1815; Muskogee: 866-683-9400; Poteau:  
888-647-1378

**PromiseCare Hospice:** Angela Shelton, LPN -  
Hospice Coordinator, Lawton: (580) 248-1405

**Quality Life Hospice:** 405 486-1357

**RoseRock Healthcare:** Audrey McCraw,  
Admin. 918-236-4866

**Ross Health Care:** Glenn LeBlanc, Norman,  
Chickasha; April Burrows, Enid; Vol. Coordinators,  
580-213-3333

**Russell Murray Hospice:** Tambi Urias,  
Vol. Coordinator, 405-262-3088; Kingfisher  
405-375-5015; Weatherford-580-774-2661

**Seasons Hospice:** Carolyn Miller, Vol. /  
Bereavement Coordinator, 918-745-0222

**Sequoyah Memorial Hospice:**  
Vernon Stone, D. Min. Chaplin, Vol. Coordinator,  
918-774-1171

**Sooner Hospice, LLC:**  
Matt Ottis, Vol. Coordinator, 405-608-0555

## ST. ANTHONY HOSPITAL REVEALS "DIGGING IN & BUILDING UP" Documentary highlights revitalization of the hospital and community

St. Anthony Hospital celebrated the completion of its 10 year campus development plan by releasing the documentary, "Digging In & Building Up." The film chronicles the hospital's journey from 2003 to present day, as it overcame the odds to rebuild its historic flagship campus, transform its culture, and renew the Midtown area in collaboration with community leaders and developers.

In 2003, St. Anthony leaders were engaged in the organization's 10-year strategic planning process. At the time, Midtown was struggling with the presence of dilapidated buildings. As a part of the planning process, the hospital began to explore moving to a suburban area where the population had been shifting for several years.

"The physicians and staff were leaving St. Anthony in favor of suburban hospitals. The area around the hospital was dying," stated Joe Hodges, Regional President, SSM Health Care of Oklahoma. "This was a serious decision for us. We were the first hospital in Oklahoma and lived through our state's ups and downs—it's where our founding sisters chose to plant our roots."

After collaborating with City officials on ways to improve Midtown, the hospital decided to stay and embarked on a master facility plan. Looking back on the decision, former Oklahoma City Mayor Kirk Humphreys reflected, "Midtown today is a great success story. It's probably Oklahoma

City's greatest success story as far as going from something that was very bad to something that's thriving."

St. Anthony Hospital called upon their ten-year partner, Insight Creative Group (ICG), to provide creative and storytelling expertise for the project. ICG has been working with the hospital since 2005, when they were engaged to provide a fresh direction in the hospital's brand, advertising and internal culture to reflect the renaissance of the hospital and Midtown.

"We were excited to partner with St. Anthony to tell their story," said Eric Joiner, CEO, ICG. "The opportunity to be a part of the legacy of St. Anthony is very meaningful to us, as we have built lifelong relationships with the staff, physicians and stakeholders over the past 10 years. Our entire team is honored to be a part of the hospital's sacred mission to serve the community."

Contributors to the documentary included Steve Lackmeyer, Meg Salyer, Tom McDaniel, Kirk Humphreys, Jenee Lister, Mickey Clagg, physicians and employees.

"The purpose of the documentary is to celebrate and thank everyone who was a part of the transformation," continued Hodges. "The story is not only about St. Anthony—it is about everyone who believed in us and our vision for the area."

To view "Digging In & Building Up," visit [saintsnearyou.com](http://saintsnearyou.com).

## St. Anthony Welcomes Amber Weingartner, M.D. to St. Anthony Physicians Group Midtown Women's Center

St. Anthony Hospital is pleased to welcome Amber Weingartner, M.D., to St. Anthony Physicians Group Midtown Women's Center.

Dr. Weingartner earned both her undergraduate degree in zoology and her medical degree from the University of Oklahoma. She also completed a residency at the University of Oklahoma in Obstetrics and Gynecology.

Her new office is located at 535 N.W. 9th St., Suite 220, in Oklahoma City. To schedule an appointment with Dr. Weingartner, please call 405-272-8498.



Amber Weingartner, M.D.

The Hospice Directory above does not represent a list of all Hospice facilities statewide. For a complete list visit [www.ok.gov/health](http://www.ok.gov/health)



**Vicki L Mayfield, M.Ed., R.N.,  
LMFT Marriage and Family  
Therapy Oklahoma City**  
*If you would like to send a  
question to Vicki, email us at  
news@okcnursingtimes.com*

**Q. I am really bored in my job and want to do something different. I am not even sure I want to continue in nursing. I need a challenge. But I seem to be locked in fear and can't leave. Any suggestions.**

**Lori**

If you took fear out of the equation what would you do? If you could decide to make a change and not fear the outcome would that make it less difficult?

Since you have acknowledged that you are bored and need a challenge it is going to make your work day less rewarding, maybe even hard to get out of bed and make that drive.

Life is too short to spend too many days bored and unchallenged. The mind and body do not thrive in these conditions.

First make a list of your attributes, skills and interests. What motivated you to choose a career in nursing? Maybe leaving nursing does not have to be your first choice; perhaps moving to another area of nursing. You sound burned out with your current position.

If you decide to leave nursing, what have you always wanted to do? There have been many people who totally changed their careers. Ruth, a lawyer quit her \$300,000 a year job and opened a bakery. Mark quit his full time retail job to play music. Whitney quit her \$95,000 a year job to sell yoga pants and teach to yogi's. Brian quit his corporate \$250,000 a year job to open a restaurant.

There is no shortage of people who said. "Enough is enough, this isn't making me happy." Fear probably crossed their minds, after all it is a normal emotion but they did not let it rob them writing their own life script.

When feelings of boredom and a lack of challenge grow to unmeasurable proportions; stop what you are doing and write a new plan. Whatever it becomes, will be yours. The one thing that you cannot do is the same thing and expect different results.

Let yourself get out of the box. Color outside of the lines. Walk down a different path.

**"AND SUDDENLY YOU WILL KNOW.....IT'S TIME TO START SOMETHING NEW AND TRUST THE MAGIC OF BEGINNINGS."**

## Oklahoma Hospital Association selected to continue improvements in patient safety

*Hospital Improvement Innovation Networks to continue patient safety improvement efforts started under the Partnership for Patients initiative*

The Oklahoma Hospital Association (OHA) will again work with the Health Research and Educational Trust of the American Hospital Association as one of 16 national, regional, or state hospital associations, Quality Improvement Organizations, and health system organizations to continue efforts in reducing preventable hospital-acquired conditions and readmissions. The Hospital Improvement Innovation Network (HIIN) contracts awarded build upon the collective momentum of the Hospital Engagement Networks and Quality Improvement Organizations to reduce patient harm and readmissions. This announcement is part of a broader effort to transform the U.S. health care system into one that works better for the American people and for the Medicare program.

The OHA managed the largest network in Oklahoma during the first four years of this patient safety initiative and will participate in a second round of Hospital Improvement Innovation Networks to continue working to improve patient care in the hospital setting.

"During the first four years, the Oklahoma Hospital Association improvement network involved up to 60 Oklahoma hospitals, prevented 4,238 harms and saved \$29 million dollars. It takes dedicated efforts within hospitals to achieve these efforts. We look forward to working with many Oklahoma hospitals for the next two years to prevent harm and improve care for even more Oklahomans," said LaWanna Halstead, OHA vice president of quality & clinical initiatives.

Through 2019, these Hospital Improvement Innovation Networks will work to achieve a 20 percent decrease in overall patient harm and a 12 percent reduction in 30-day hospital readmissions as a population-based measure (readmissions per 1,000 people) from the 2014 baseline. Efforts to address health equity for Medicare beneficiaries will be central to the HIIN's efforts. CMS will monitor and evaluate the activities of the HIINs to ensure they are generating results and improving patient safety. "We have made significant progress in keeping patients safe – an estimated 2.1 million

fewer patients harmed, 87,000 lives saved, and nearly \$20 billion in cost-savings from 2010 to 2014 – and we are focused on accelerating improvement efforts," said Patrick Conway, MD, CMS acting principal deputy administrator and chief medical officer. "The work of the Hospital Improvement Innovation Networks will allow us to continue to improve health care safety across the nation and reduce readmissions at a national scale – keeping people as safe and healthy as possible."

The 16 organizations (listed in alphabetical order) receiving contracts in the Hospital Improvement and Innovation Networks are: • Carolinas Healthcare System • Dignity Health • Healthcare Association of New York State • HealthInsight • The Health Research and Educational Trust of the American Hospital Association • Health Research and Educational Trust of New Jersey • Health Services Advisory Group • The Hospital and Healthsystem Association of Pennsylvania • Iowa Healthcare Collaborative • Michigan Health & Hospital Association (MHA) Health Foundation • Minnesota Hospital Association • Ohio Children's Hospitals' Solutions for Patient Safety • Ohio Hospital Association • Premier, Inc. • Vizient, Inc. • Washington State Hospital Association

The Partnership for Patients model is one of the first models established in 2011 to be tested under the authority of section 1115A of the Social Security Act with the goal of reducing program expenditures while preserving or enhancing the quality of care. Since the launch of the Partnership for Patients and the work of Hospital Engagement Networks in collaboration with many other stakeholders, the vast majority of U.S. hospitals have delivered results as demonstrated by the achievement of unprecedented national reductions in harm. CMS believes that the upcoming work of the Hospital Improvement Innovation Networks, working as part of the Quality Improvement Organization's work to improve patient safety and the quality of care in the Medicare program, will continue the great strides made in improving care provided to beneficiaries



# NURSE + TALK

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*What's the best thing about your job? Oklahoma City VA Hospital*

*I love that I am able to take care of, educate and advocate for veterans.*



Anna Sirbu Agudelo,  
GI Nurse Navigator

*There's always new things to learn and my job affects so many patients, instead of just a few.*



Sherri Walton, RME  
Coordinator

*Each week we visit with health care professionals throughout the Metro*



Please Let us know Your Thoughts

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P.O. Box 239  
Mustang, Ok. 73064

*The time I get to spend with my patients, to make a connection with them - they become family.*



Leann Denney,  
Chemo Nurse Nav.

*I love our data and graphs because they tell a story about how we've improved things and how we can help our patients even more.*



Toby Underwood, Q.  
I. Specialist

## Oklahomans Brace for Skyrocketing Increases on ACA Marketplace

Health insurance premiums will likely increase by an average of 76 percent for Oklahomans who buy individual coverage through the Affordable Care Act's marketplace. The increases for individual market plans range from 58 percent to 96 percent.

"These jaw-dropping increases make it clear that Oklahoma's exchange is on life support," said Oklahoma Insurance Commissioner John D. Doak. "Health insurers are losing massive amounts of money. If they don't raise rates they'll go out of business. This system has been doomed from the beginning."

Blue Cross Blue Shield of Oklahoma, the only health insurer offering plans on the federal exchange in 2017, submitted the increases to the Centers for Medicare & Medicaid Services (CMS). CMS will determine if the increases are reasonable. The increase requests follow many insurers reporting significant losses, lower than expected enrollment by the younger population and new customers being sicker than expected. ACA-compliant off-exchange individual plans sold by Blue Cross Blue Shield of Oklahoma will see the same increases as plans sold on the exchange. The Oklahoma Insurance Department does not have statutory authority to approve or deny rate premium increases for plans on the federal health insurance exchange. Oklahoma, along with Texas, Missouri, Alabama and Wyoming, is a direct enforcement state and has no authority to enforce provisions of the Affordable Care Act. At the end of 2016, UnitedHealthcare will exit the individual market in Oklahoma. It had five percent of the state's 130,178 federal exchange enrollees for 2016. Blue Cross Blue Shield of Oklahoma had the other 95 percent. UnitedHealthcare enrollees will receive notices from CMS that they have been automatically enrolled into a similar exchange plan.

The increases apply to people buying individual plans, about six percent of the Oklahoma population. Most Oklahomans purchase insurance from an employer plan, a large group plan or through a government program such as Medicare or SoonerCare. According to the U.S. Department of Health and Human Services, as exchange rates increase, so do the subsidies available to offset the cost of individual premiums.

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