

Hospital Services

MEDICAL STAFF

NSHC's Medical Staff includes doctors, physician assistants, nurse practitioners, medical residents and students who serve Norton Sound Regional Hospital's Outpatient Clinic, Inpatient Clinic and emergency room; Quyanna Care Center; and village clinics.

During FY01, we:

- Increased our village trips so that each village was visited by a medical staff member at least four times and perhaps six times during the year.
- Offered the annual school physicals to students of the Bering Strait School District.
- Continued to work with the financial and medical records staffs to improve the coding, billing and collecting processes.

INPATIENT NURSING

Inpatient Nursing staff care for all hospitalized patients and emergency room patients, including delivery and nursery patients.

Staff work around the clock and carry out duties for other departments after hours and on weekends. The nurses' station is the hub for on-call and medevac communication for the corporation after hours. Inpatient staff sign up for medical evacuation teams during "off" hours.

Intoxicated patients continue to present a challenge in the E.R. We are working to smooth the process with these patients while providing safe and effective nursing care to them and to other critical patients arriving for medical attention.

During the year we began using color-coded pediatric carts that give caregivers immediate access to all needed equipment during a code involving a child.

Hearing screening of all newborns continued and successfully identified infants with hearing deficits.

OUTPATIENT CLINIC

The Outpatient Clinic continued working to improve customer satisfaction during the year by giving more timely service and ensuring continuity of follow-up.

Using NSHC's new strategic plan as a guidepost, the Outpatient Clinic:

- Developed a new patient satisfaction questionnaire.
- Conducted a time study to discover flaws in patient flow.
- Designated case managers for medical procedures.
- Continued cosmetic upgrading of the reception and waiting area.
- Started an immunization program in January 2001 to complement vaccinations given at Public Health Nursing. The program exceeded our expectations; 494 vaccines were given that otherwise may have been overlooked.
- Sexual Assault Response Team (SART) personnel conducted 37 examinations of alleged sexual assault victims (including 12 youth ages 16 and under, and 25 adults). The SART program hosted a four-day training in Nome that drew participants from around the state.

QUYANNA CARE CENTER

Quyanna Care Center offers long-term care to elders from the Bering Strait region, allowing them to live close to home. During fiscal year 2001 we continued efforts to implement a homey, non-institutional lifestyle known in the long-term care field as "Eden Alternative."

During FY01, we:

- Took many drives in the country, spotting moose, bear, caribou, and fish in the rivers.
- Cared for indoor plants donated by Mary Knodel of Nome for our southern exposure windows.
- Worked with the elders to craft beautiful dried flower arrangements for the residents' doors. We also made padded and quilted frames for photos of the elders that hang outside their doors.
- Enjoyed many meals of king crab, halibut,

PERFORMANCE

■ Inpatient Nursing

Number of E.R. patients: 3,436

Number of deliveries: 105

Observation admits: 135

Full admissions: 693