

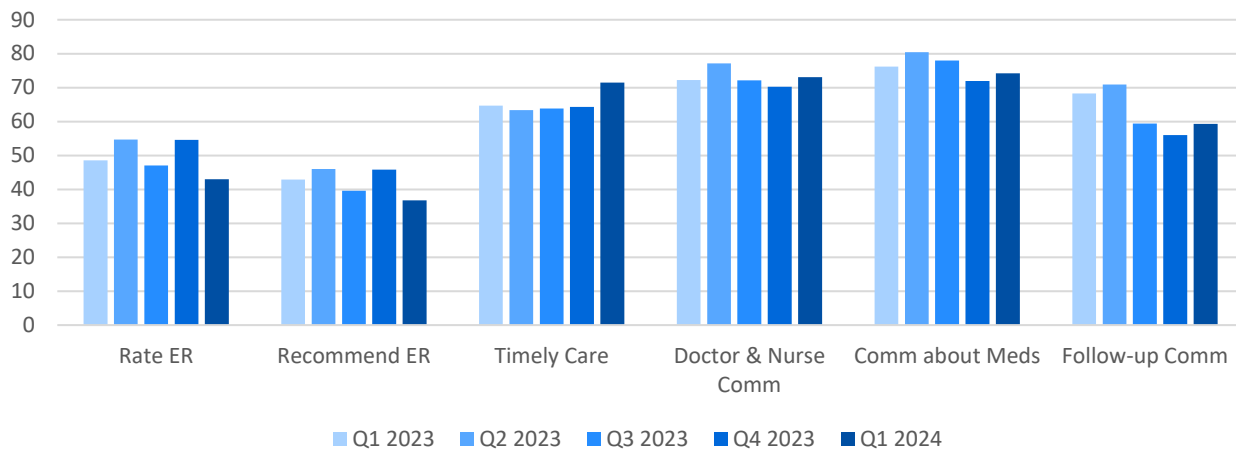
Hospital Scorecard



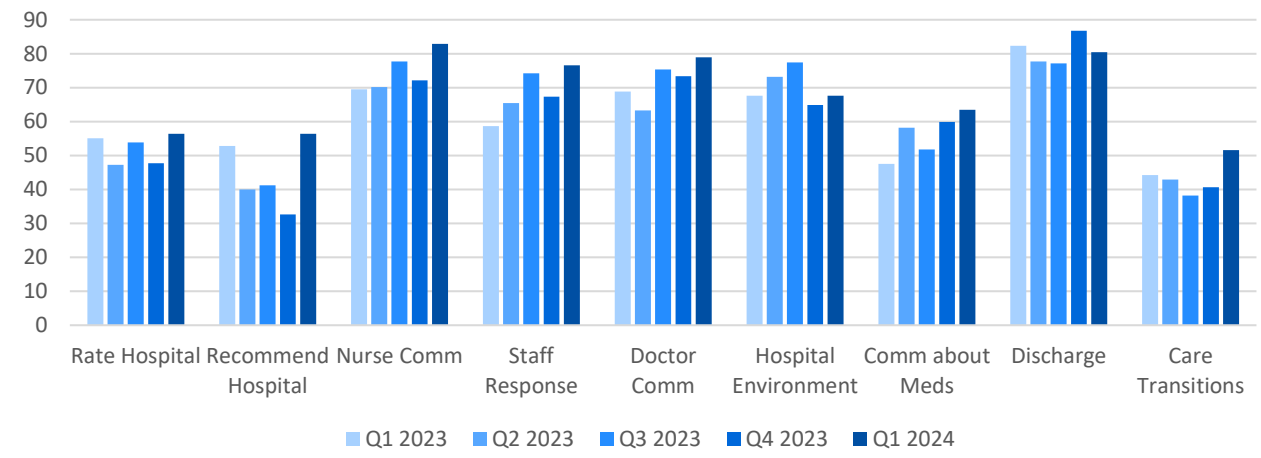
Leapfrog Safety Grade: C
CMS Star Rating: ★★

Excellence - Service

Emergency Department CAHPS

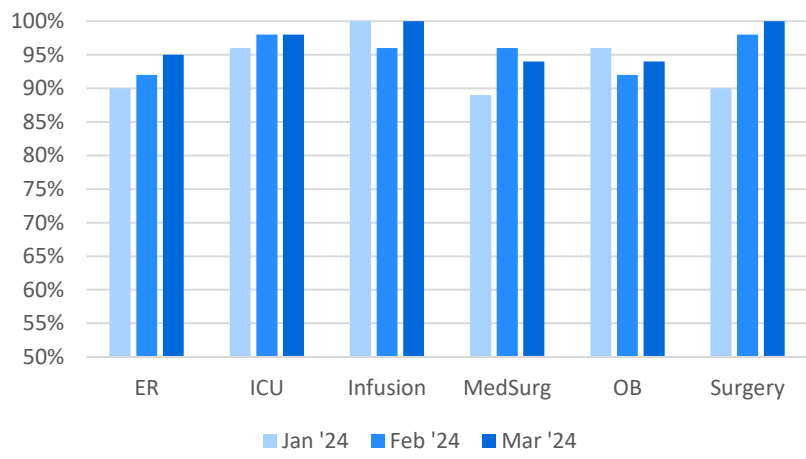


Inpatient HCAHPS



Excellence - Quality

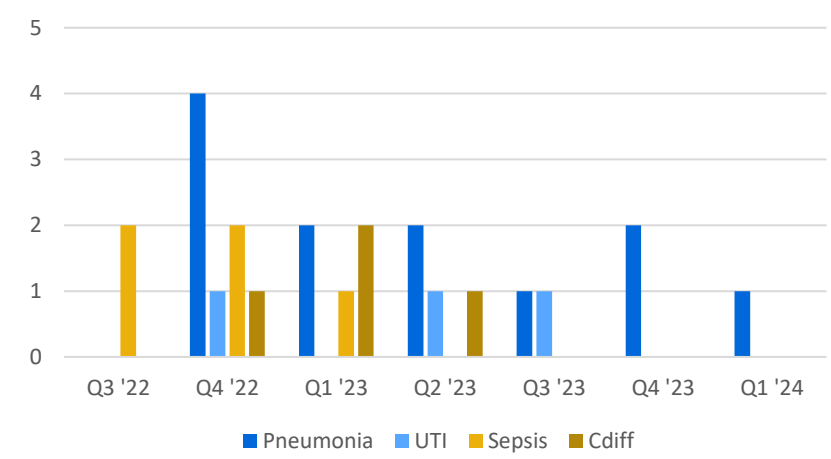
Observed Hand Hygiene Rates



Performance Improvement Activity

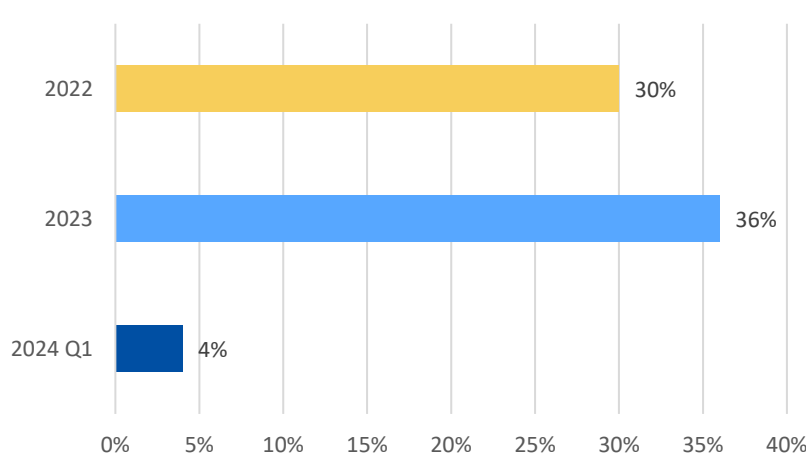
- Improvement of the cardiac monitoring capabilities
- New residency program for new-grad nurses
- New video-call language translation capabilities
- Decreasing triage time in the ED
- Successful of hospital and lab re-accreditation surveys
- Computerized Provider Order Entry (CPOE) to > 85%
- Improving pre-anesthesia testing (PAT) processes
- New nursing cares insights data for nursing staff
- Streamlined and revised patient consent forms
- Improved leadership patient rounding process

Hospital Acquired Infection

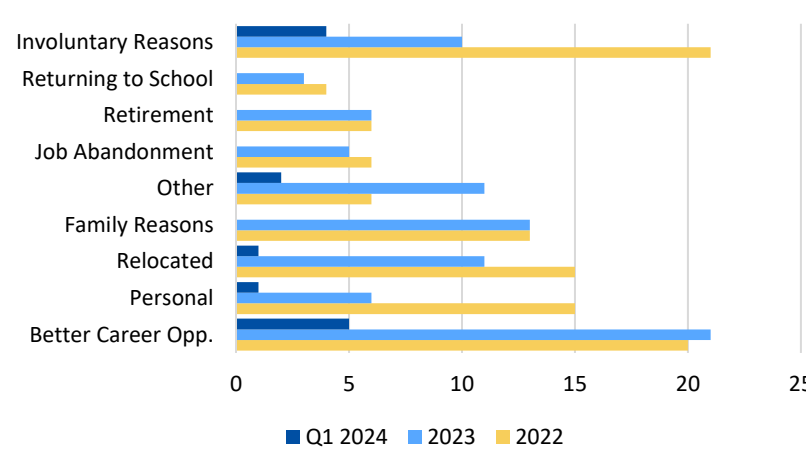


People

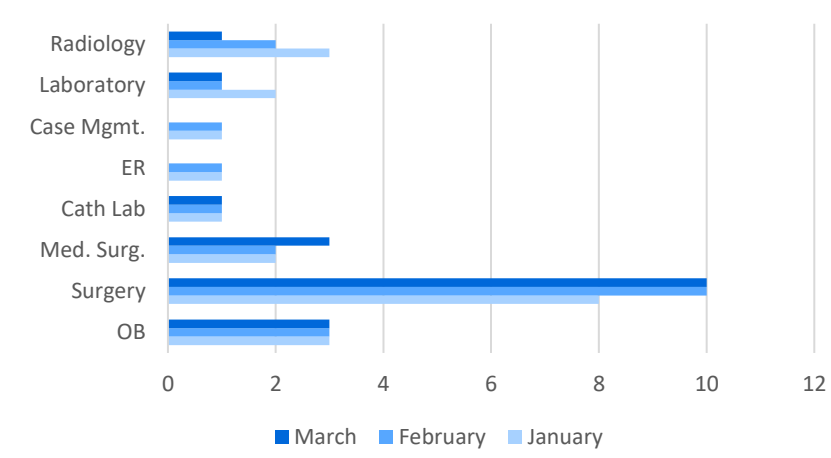
Employee Turnover



Employee Separation Reasons

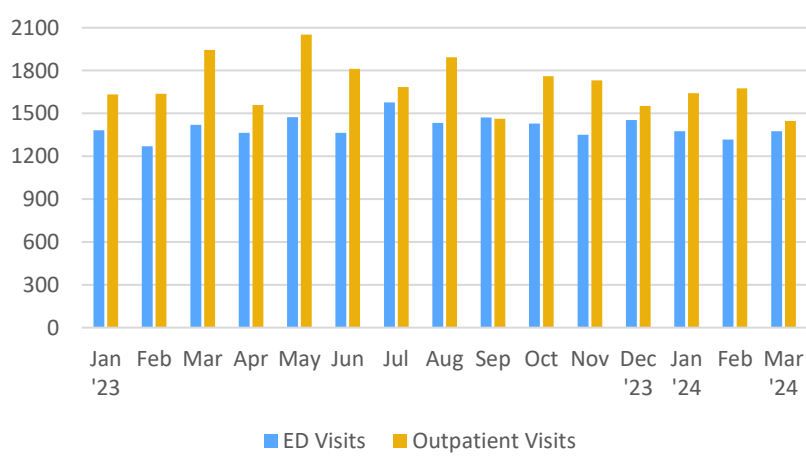


Employed Travelers Per Month 2024



Sustainability

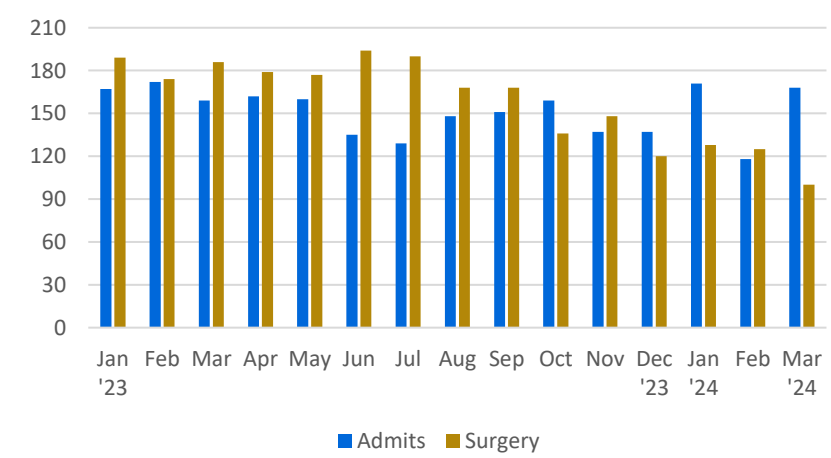
ED and Outpatient Volumes



Capital Projects

- Recently Completed:**
- New Drager Jaundice Meter for the nursery
 - TEE leak tester acquired
 - Updated Pharmacy refrigerators
- In Progress:**
- New Computerized Tomography (CT) machine
 - Behavioral Health Unit – remodel, 16 beds
 - New chemistry analyzers for the Laboratory
 - New exercise machine for cardiac patient rehabilitation
 - Upgrading the sterilizers in the Surgery department

Admit and Surgery Volumes

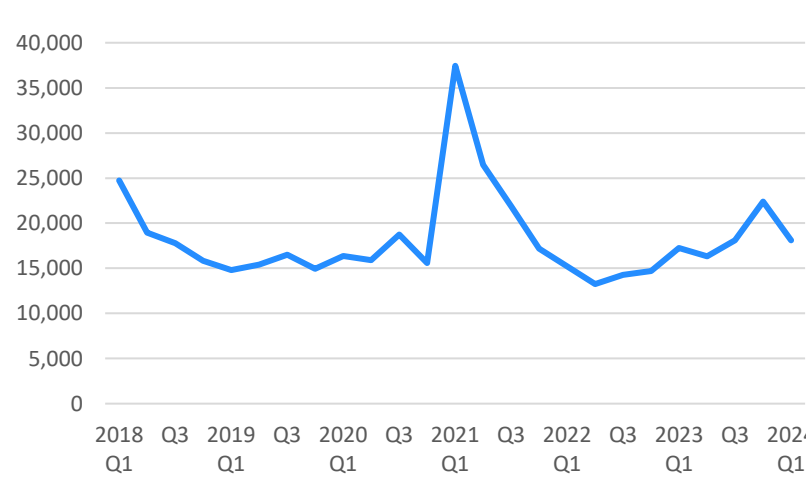


Community

Community Contributions

- In Q1 of 2024, NNRH donated **\$25,977** to various community organizations including Boys & Girls Clubs, Elko Cancer Network, Elko County Art Club, Elko Institute for Academic Achievement, Northern Nevada EMS Consortium, Ruby Mountain Relay, Silver State Stampede, and Special Olympics Nevada.
- In 2023, NNRH totaled **\$18,775,000** in charity care and uncompensated care provided to the community.
- In 2023, NNRH contributed **\$298,075** to community benefit programs such as public health services, employee tuition reimbursement, physician recruitment, and professional development.

Traffic to Website



Upcoming Community Events

- Apr. 12th – Ladies Night Out for Health
- Apr. 20th – Clean-Up, Green-Up Day
- May 10th – Mother's Day at Senior Center
- May 20th – Level Up 4 Health at Flag View
- June 14th – Father's Day at Senior Center
- June 22nd – Relay for Life
- July 13th – Silver State Stampede, Pink Night
- Aug. 6th – National Night Out
- Aug. 20th – I.H.S. Health Fair

Champion Patient Care

Do the Right Thing

Embrace Individuality

Act with Kindness

Make a Difference Together