

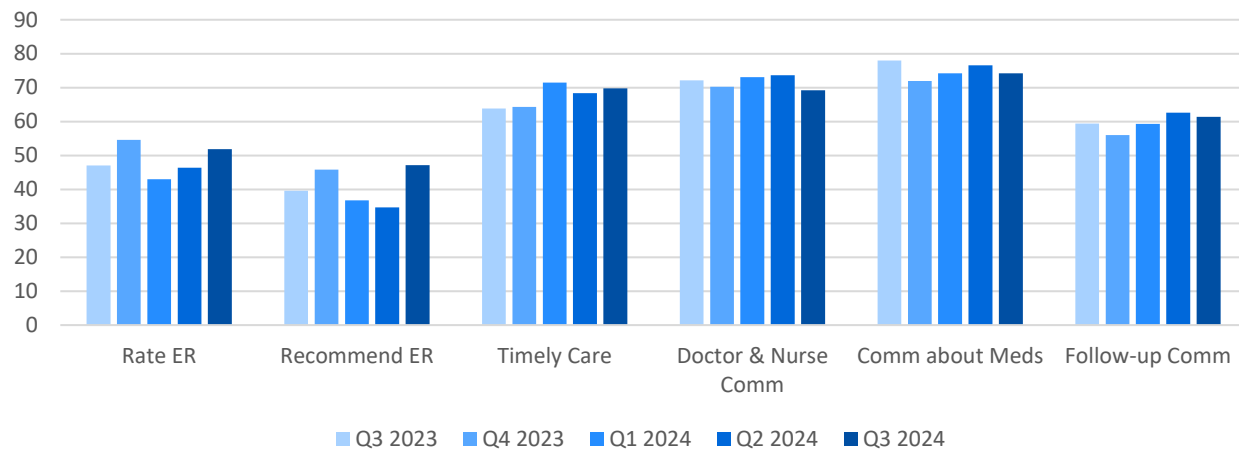
Hospital Scorecard



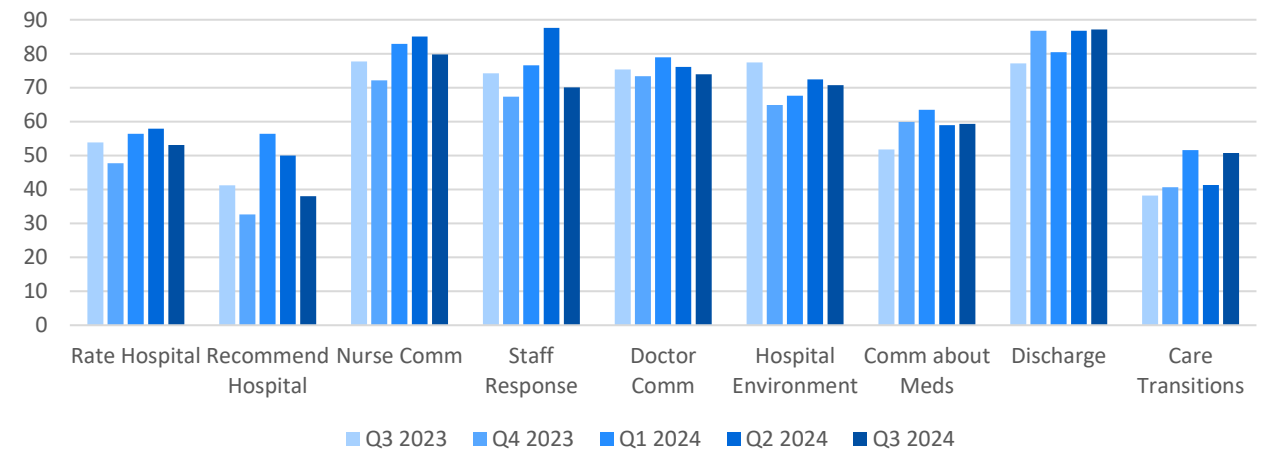
Leapfrog Safety Grade: C
CMS Star Rating: ★

Excellence - Service

Emergency Department CAHPS

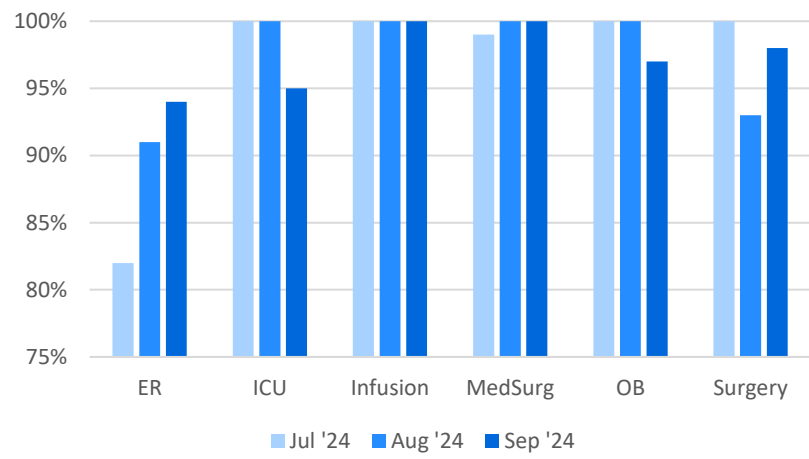


Inpatient HCAHPS



Excellence - Quality

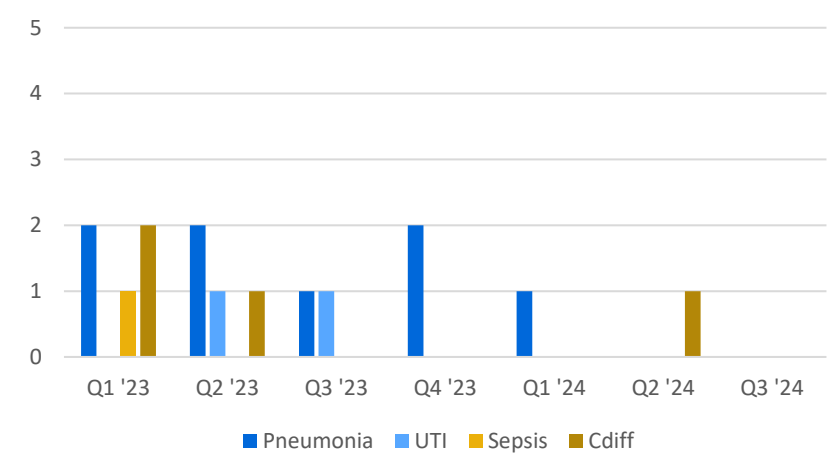
Observed Hand Hygiene Rates



Recent Performance Improvement Activity

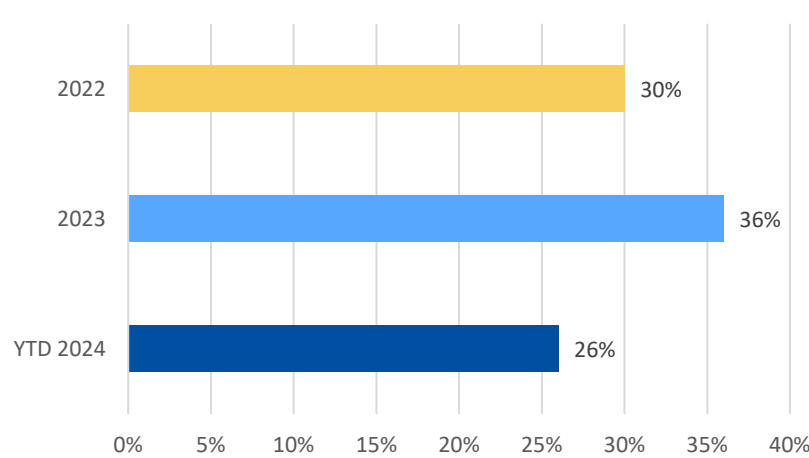
- Improvement of the cardiac monitoring capabilities
- New residency program for new-grad nurses
- Harms Huddles held weekly for proactive harm prevention
- Decreasing triage time in the ED
- Improving pre-anesthesia testing (PAT) processes
- New nursing cares insights data for nursing staff
- HCAHPS data – bedside shift report and nurse comm.
- CDIFF protocol and testing procedures improved
- Focus on patient experience – Physician Communication

Hospital Acquired Infection

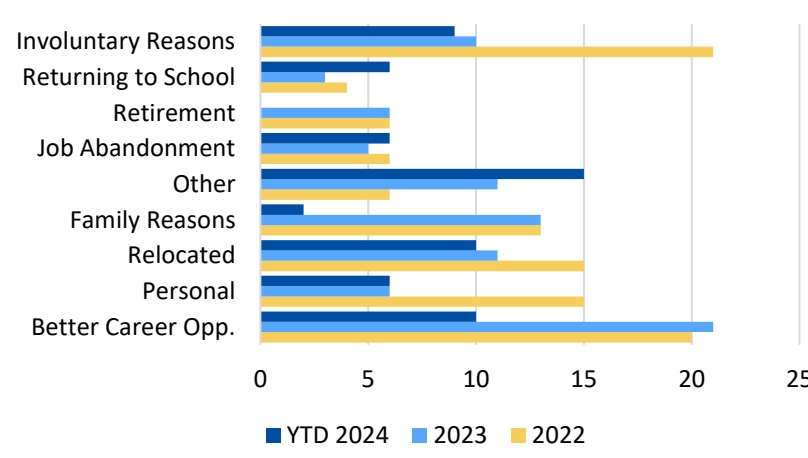


People

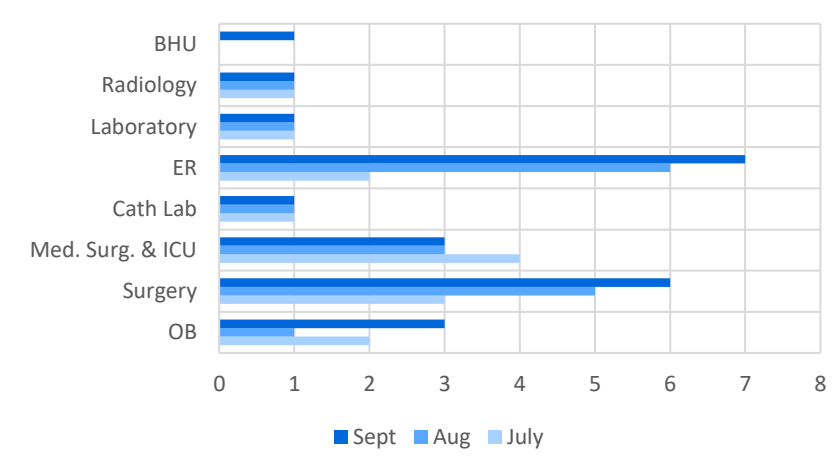
Employee Turnover



Employee Separation Reasons

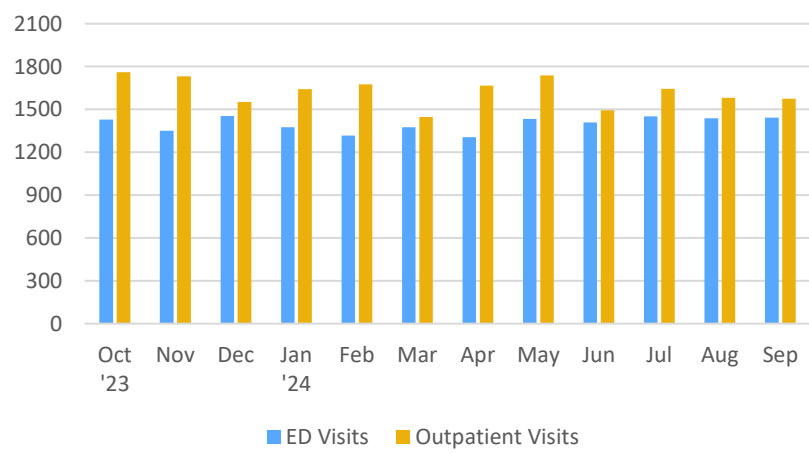


Employed Travelers Q3 2024



Sustainability

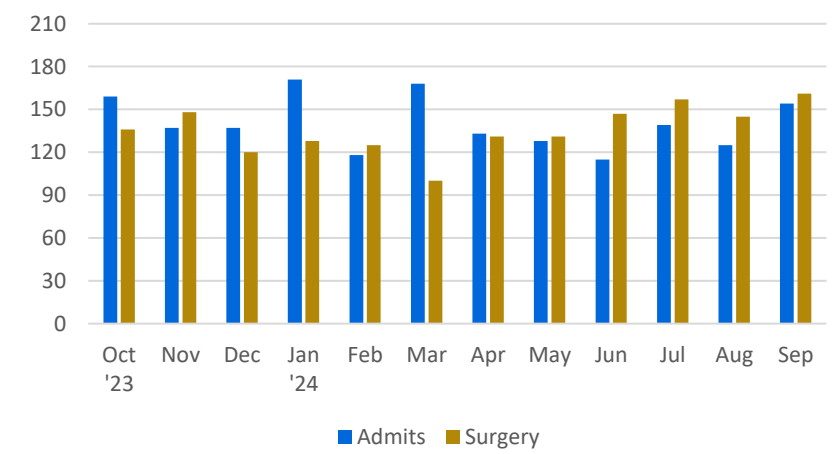
ED and Outpatient Volumes



Capital Projects

- Total Capital upgrades through Q3 2024: \$5,214,125.00**
- Recently Approved Capital purchases:**
- CSCS Upgrade & Cardiac Monitoring System
 - Portable X-ray machine
 - Radiology Reading Station Monitor
 - Operating Room tables
 - Pharmacy Hoods
 - Cameras; 840 Ventilator; Stirrups for OB
 - Fusion Navigation System
 - 60L/H Water Purification System

Admit and Surgery Volumes

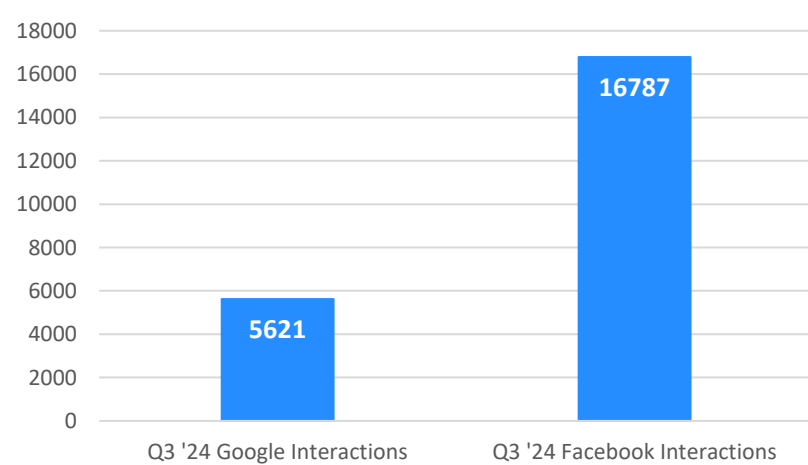


Community

Community Contributions

- In Q3 of 2024, NNRH donated **\$25,640** to various community organizations including Communities In Schools, Elko Cancer Network, Great Basin College Foundation, Kairos For Life Foundation, Nevada Nurses Foundation, Rides and Rods Car Show, Ruby Mountain Recreation League, and academic scholarship recipients.
- 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.

Online Engagement



Upcoming Community Events

- Oct. 1 – Wear Pink for Breast Cancer Awareness
- Oct. 12 – Drive-Thru Flu Shot Clinic
- Oct. 16 – Elko County Board of Health Meeting
- Oct. 25 – Pink Footballs for Breast Cancer Awareness
- Nov. 13 – SCHS Mock Interview Day
- Nov. 19 – Behavioral Health Unit Dedication Ceremony
- Dec. 4-7 – Elko Festival of Trees
- Dec. 7 – Sensory Sensitive Santa Experience
- Mar. 22 – Health & Fitness Fair

Champion Patient Care

Do the Right Thing

Embrace Individuality

Act with Kindness

Make a Difference Together