

# MY "SIGNATURE" STORY

*Denise Daves RN BSN MAH*

Denise Daves, Chief Nursing Officer and long-time employee of Pampa Regional Medical Center proudly speaks about the transformation that has taken place in her Texas community's 115-bed hospital over the past year.

"Ultimately, we have regained our identity of what a community hospital truly is," Daves says.

PRMC was purchased by Signature Hospital Corporation in January of 2006. Since then, Daves says the hospital has been revitalized by Signature's commitment to add value to the delivery of health care. That has allowed a renewed focus on quality, service and provided PRMC with much-needed capital. Daves states that Signature's culture gives the local management team the freedom to fulfill the hospital's potential for becoming a regional medical center serving the northwest panhandle of Texas.

"Signature recognizes the local nature of health care delivery and has allowed PRMC to play a key role in determining its future. They give us goals and we figure out how to achieve them. No one knows our hospital and our community like us. Signature understands and appreciates that."

Together, Daves and her team have worked in tandem with Signature over the past year to accomplish great strides.

One of the most important accomplishments, she says, is the boost to employee morale from the purchase of new, much-needed equipment. These investments have empowered caregivers to provide care more effectively.

"We were starved for capital and Signature invested in a number of key areas in our hospital, some of which were more visible to the outside public than others. It was the small things that impacted the quality of care we are able to provide for our patients the most," Daves says.

Daves also sites the use of a proprietary software system, designed by Signature and implemented in all of its hospitals, as one of the key initiatives that have strengthened patient safety and quality of care. Named *Signature Insights*, the IT system provides "real time" information and customized reports that track and report the flow of key tasks performed by caregivers that together comprise the patient's hospital

experience. This system is unique within the healthcare industry because of its distinctive capability to link financial and quality of care data from across the institution, enabling the PRMC team to focus on the total needs of the patient. This process ties together various departments in the hospital, beginning at the bedside, and helps insure that care is delivered efficiently and correctly. "There is no cookie cutter approach. The data we derive through *Signature Insights* is our own, which customizes the information to help us identify areas where we can improve," Daves says.

The program gives caregivers more accurate and integrated information to better take care of patients. PRMC's quality program gained recognition in *The Quality Improvement Report*.

Aside from working with Daves and her fellow caregivers to strengthen the quality and safety of patient care, Signature is further demonstrating its commitment to value by expanding access to affordable, quality healthcare. Also, later in the year, Signature plans to pilot an innovative discount program targeted for uninsured patients.

The team at PRMC has also been given the freedom to seek out and secure collaborative partnerships with local organizations and colleges that have created numerous opportunities, including nursing internships for students entering the field. Daves said another of the goals of PRMC is to partner with local employers to help them reduce their healthcare costs through education and wellness programs for employees.

With advancements made in clinical care and a strong partnership with Signature, the hospital has now set forth a new goal of becoming a preferred employer in the region.

"This is a goal we are aspiring to and we wouldn't be able to achieve it without the advancements we have made over the past year," Daves says.

At the root of every improvement is Signature's commitment to adding value to the delivery of health care. Overall, Daves says PRMC's revitalization has sparked a number of welcome changes, both in the hospital and in the community.

That's my "SIGNATURE" story.

