



August 2, 2021

Thank you for submitting a nomination for Linda Webb.

Overview

Thank you for your 2021 Community Star Nomination. Here is a copy of the nomination for your records. If you have any questions, please reach out to NRHD Community Star Project Coordinator, Brea Corsaro at bcorsaro@powerofrural.org.

Your Information

Tom Barry

President & CEO

Pulaski Memorial Hospital

Winamac, Indiana

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574-946-2160

Community Star Nominee: (Individual)

Linda Webb

Chief Nursing Officer

Pulaski Memorial Hospital

Winamac, Indiana

lwebb@pmhnet.com

574-946-2165

Have Questions? Contact:

powerofrural.org | nosorh.org | bcorsaro@powerofrural.org





Which best describes the organization your nominee is associated with?

Rural Hospital

Please describe your connection to the individual or organization you are nominating.

I have worked with Linda for the past 9 years at Pulaski Memorial Hospital (PMH). Linda has worked at Pulaski Memorial Hospital for the past 41 years. PMH is a rural independent Critical Access Hospital

Please explain the individual's or organization's connection to or interaction with their State Office of Rural Health.

Throughout her career, Linda has led PMH's efforts to provide high quality patient services focused on "patient safety". She has been a patient safety and quality of patient care advocate and leader on the local state and national levels. She has been very active advocating for patient safety and rural health care in several organizations including the Indiana State Office of Rural Health (SORH), Indiana Organizations of Nurse Executives, Indiana Hospital Association, Indiana Rural Health Association, American Hospital Association/Health Research & Educational Trust's HEN, HEN 2.0, HIIN & HQIC as well as SORH's Flex Grants, SHIP, SIP & HQIC.

The Community Star Recognition Program is designed to honor those whose contributions are making a difference in rural through collaboration, education, innovation, and communication. What do you believe to be your nominee's "star" qualities? Provide examples of how your nominee demonstrates these qualities in their work and service.



Linda's star qualities are too numerous to list on this nomination. The summary of her star qualities is her unrelenting/tireless dedication and commitment to improving access to high quality health serves for rural communities particularly those rural communities that Pulaski Memorial Hospital serves.

The 2021 Community Star Selection Committee will review and evaluate nominations, making recommendations for which stories to include in this year's book and other NRHD activities based on the following merits. Please review these and select all that apply to your nominee.

Cultivates a vital, innovative rural health landscape and infrastructure. ,
 Develops leadership capacity to grow rural population health and health equity. ,
 Builds capacity for rural data-driven program planning and decision making. ,
 Contributes to rural health innovation, education, collaboration, and communication.

Describe in as much detail as possible, examples of your nominee's work and accomplishments that correspond with your selections to the question above.

Linda has been a registered nurse for 38 years. Currently holds the Chief Nursing Officer position at Pulaski Memorial Hospital in Winamac, IN. Pulaski Memorial Hospital is a non-for profit Critical Access Hospital and was recognized by National Rural Health Association (NRHA) for its quality as one of the top 20 hospitals. She has worked at the hospital for 41 years, starting when she was a senior in high school as a nurse technician. Advancing through the organization, Linda has been the Chief Nursing Officer for 26 years.

Linda holds an ASN and BSN from Indiana University, an MBA from Indiana Wesleyan University and she is Nurse Executive Advanced board certified. Additional quality and safety trainings include Yellow, Green and Black Belt

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Lean certification and have completed TeamSTEPPS training. Other professional certifications include Certificate in Effective Nonprofit Governance through Indiana University and Management Institute through Indiana Hospital Association and IUPUI.

Linda has been a board member of Indiana Organizations of Nurse Executives, holding several offices including the office of president in 2008. She serves as chairman of the West Central Patient Safety Coalition in Indiana and have been an active member since the inception of the coalition. The Coalition's focus is to address both statewide and region-specific patient safety initiatives. She served as Pulaski Memorial Hospital's lead for the American Hospital Association/Health Research and Education Trust's HEN, HEN 2.0, HIIN and HQIC quality improvement programs. As the lead for the AHA/HRET initiatives on reducing patient harm, she has had several opportunities to show case Pulaski Memorial Hospital's work at national conferences, such as AHA's Rural Health Care Leadership Conference and National Rural Health Association Conference as a break-out speaker. Linda has served on many panel discussions for Indiana Organization of Nursing Leaders, Indiana Rural Health Association and AHA's Rural Healthcare Leadership Conference on quality and leadership. She has been honored to share Pulaski Memorial Hospital's quality story through interviews and videos at a national and state level and have been featured in AHA's Health Forum publication on Hospital Engagement Networks participants make big strides in reducing patient harm and readmissions in November 2014.

Other memberships include American Organization of Nursing Leadership, American Nurses' Association, Indiana Nurses' Association, Indian Rural Health Association, Indiana Organization of Nursing Leadership and Sigma Theta Tau. Serve on Four County Counseling Center, board as board



president. I am an active member of Pulaski County Drug Free Council and St. Peter's Catholic Church.

Linda understands the challenges and rewards of rural healthcare. Rural nursing is a passion for her and a way to give back to the community through involvement in developing patient care programs that focus on quality, safety and customer satisfaction.

She has been at Pulaski Memorial Hospital for 41 years. She says that this is my strength and my weakness. Her strength is that she knows Pulaski Memorial Hospital, its staff and community served very well. Her weakness is Pulaski Memorial Hospital is all she knows (from a work experience perspective). She takes appropriate pride in becoming involved in regional, state and national organizations and initiatives. She finds value in learning best practice from others and incorporating ideas, process and protocols at Pulaski Memorial Hospital to provide safe and high quality care to those we serve.

In a small rural hospital we all wear many hats and prioritizing the work can be a challenge especially when there are many initiatives competing for your time and Linda somehow manages to balance all of those demands . Finding champions for projects not just in nursing but in the medical staff and pharmacy has been a successful strategy for Linda.

Data is very important to see where to prioritize the work and to have a baseline to show progress toward the improvement plan. Linda has found

that providing individual feedback to nurses and doctors has a significant impact on effecting change. Blood administration safety is not only a patient safety focus, but is part of a regulatory requirement for HFAP. She has found that in giving the nurses individual feedback through a report card has proven to be help nurses focus on their individual practices and improve patient safety. This type of individual feedback not only effects change, but is also used to demonstrate a nurse's competency in blood administration. Linda has used individual feedback report cards for inter-hospital transfer compliance, sepsis, stroke and STEMI care. Nurses and especially physicians tend to be a little competitive so posting de-identified data allows them to see how they compare to others. This also gives us an opportunity to learn best practices from each other to effect change and improve quality.

Transparency and accountability are important in improving quality. Pulaski Memorial Hospital participates in many quality initiatives by sharing data with outside organizations, such as Centers for Medicare and Medicaid Services (CMS) Care Compare, National Healthcare Safety Network (NHSN), Medicare Beneficiary Quality Improvement Project (MBQIP), Anthem Score Card, Agency for Healthcare Research & Quality (AHRQ) Hospital Survey on Patient Safety Culture every two years. Pulaski Memorial Hospital was awarded the Inspire Hospital of Distinction in 2020 for initiatives to reduce infant mortality.

Despite dealing with a pandemic in 2020-21, I have taken the lead or had oversight on several quality initiatives to improve the care to our community through our involvement in: Tobacco prevention and cessation health systems change partnerships grant, a FLEX grant from HRSA and Indiana State Office of Rural Health (ISORH) and MBQIP with a focus on human trafficking and Substance Use Disorder; Small Hospital Improvement



Program (SHIP) with a focus on mental health and suicide prevention; A Special Innovation Project (SIP) through SHIP with a focus on social determinants of health; HRET's Healthcare Improvement Collaborative (HQIC) with a focus on reducing patient harm and readmissions; Inspire with a focus on decreasing infant mortality based on five key areas of infant safe sleep, breastfeeding, tobacco prevention and cessation, perinatal substance use, and Alliance for Innovation on Maternal Health (AIM) Patient Safety Bundle: Obstetric Hemorrhage.

The biggest success this year is providing multiple vaccine clinics every month, since January 2021, in which Linda coordinated an amazing team to procure and administer thousands of vaccines to our community, schools and businesses and residence throughout the state. That was a true rapid cycle improvement event as we tweaked our process and flow until we became a well-oiled machine and experienced no patient harm or errors.

I can confirm that the individual or organization is making a difference in rural through collaboration, education, innovation, and communication, and is located, working, or volunteering in a designated rural area.

Yes

I can confirm that I have notified the nominee of their nomination, and the nomination will be accepted.

Yes

How did you learn about the 2021 Community Star Recognition Program?

State Office of Rural Health

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