



August 2, 2021

Thank you for completing your 2021 Community Star Individual Nominee Questionnaire!

Overview

Here is a copy of your answers for your records. All nominations will be reviewed and evaluated by members of NOSORH's Community Star Selection Committee. One Community Star will be selected per state. If you are selected as your state's Community Star, I will work with you to schedule an interview so that we can develop your outstanding story to share in our annual book of Community Stars released on Thursday, November 18, 2021.

If you have any questions, please reach out to NRHD Community Star Project Coordinator, Brea Corsaro at bcorsaro@powerofrural.org.

Your Information

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Have Questions? Contact:

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Organization or Project Website

<https://www.masongeneral.com/patients>

Please describe in as much detail as possible, your role within your organization and the nature of your work in rural health?

My career started as a clinic manager in a rural health clinic in rural Mason County. With a focus on primary care the clinic provided high quality care and access to the residents of rural Mason County. The clinic work focused largely on improving access and ensuring wellness and disease management patient needs were met. As a clinic manager I participated in leadership of the Rural Health Clinic Association of Washington - many as president. In this role, I participated in training and mentoring other rural health clinic leaders and lobbying the state of Washington on issues affecting rural health care.

Currently I am Director of Quality, Safety and Regulatory Compliance for Mason Health, a critical access hospital with several rural health clinics. In this role my focus is on providing leadership throughout the organization - looking at systems as a whole and creating processes that bring consistency and transparency to the district. This work includes data transparency, ISO certification, revamping the quality program, leading quality oversight, improving safety and encouraging staff safety in reporting concerns to prevent future possible harm. I am currently co-writing a PENW quality review based on the Baldrige Excellence Framework with the goal of reviewing the districts operations to identify opportunities for improvement - to inform the strategic planning process team (of which i am a member). The bulk of my time the past year has been boots on the ground ensuring patients and staff are safe during the Covid-19 pandemic. As Director

overseeing infection control and infection prevention - writing policy, training staff to use personal protective equipment, daily reporting to CMS, safety inspections have taken priority.

What inspired you to choose your career?

Inspired by my grandmother to study nursing - I have been blessed to have spent my career doing work I thoroughly enjoy. Having spent a year at a UNHCR refugee camp serving and training residents to work as nurses, I returned to my home town to serve my home community. In 1999 the clinic became a rural health clinic and we participated in our first Washington State Learning Quality Collaborative focusing on improving the care for patients with diabetes. These two changes affected my career and became my passion for years to come.

What is the impact of your work in your community or the rural populations you serve?

Becoming a rural health clinic opened opportunities for me to serve my peers in Washington state as a educator, mentor, and leader. As president of the RHCAW we negotiated with the Governors office and state legislature on behalf of issues affecting rural health care.

Learning how quality can positively impact both patients and the organization at that first quality collaborative set me on a quality learning journey that continues to this day. Throughout my years we participated in 6 DOH quality collaboratives improving both the care we provided and patient access. Using the concepts of patient centered medical home we were able to share the work to improve access and patient health. We were recognized

by numerous organizations including insurers and others for the excellence of the team's work.

As Director of Quality at Mason Health the focus on quality and safety continues. Working to ensure we provide high quality and safe care takes on many practical functions - ensuring staff and patients are safe by rounding and listening to their concerns, participating in strategic planning, training employees in personal protective equipment use to ensure Covid-19 is not spread, participating in Covid-19 vaccination employee and community mass events, reviewing all reports of safety defects and data and ensuring we make needed improvements to provide safe care, developing policy, leading the quality oversight committee.... My priority is to ensure that the care we provide meets the safety standards that keep our community safe and improve access.

Have you accessed, benefited from, or worked directly with your State Office of Rural Health? If yes, please describe.

I have worked with the Washington State Office of Rural health in many roles - collaborative learning, mentor for rural health clinics, teacher at rural health clinic training programs, and building rural health clinic survey tools.

Are you or your organization a HRSA, Federal Office of Rural Health Policy Grantee? If yes, which grant program? If yes, which one?

No