

# PRESS RELEASE



- | JOINT TOWNSHIP DISTRICT  
MEMORIAL HOSPITAL
- | GRAND LAKE FAMILY PRACTICE  
AND PEDIATRICS  
AT THE  
CELINA MEDICAL CENTER
- | WAPAKONETA PRIMARY CARE  
AT THE  
WAPAKONETA MEDICAL CENTER
- | GRAND LAKE HOME HEALTH  
AND HOSPICE
- | GRAND LAKE NEUROLOGY
- | GRAND LAKE ENT
- | GRAND LAKE OB/GYN
- | GRAND LAKE  
OCCUPATIONAL MEDICINE
- | GRAND LAKE PRIMARY CARE  
AT ST. MARYS
- | GRAND LAKE SLEEP CENTER
- | DR. GREGORY BERGMAN
- | DR. ROBERT GILL
- | URGENT CARE AT JTD MH
- | WAPAKONETA URGENT CARE

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July 19, 2011

**Grand Lake Health System Recognized for Quality Initiative**

Grand Lake Health System (Joint Township District Memorial Hospital) is one of 18 Ohio hospitals participating in the STAAR initiative to target patient care transitions – the process of moving a patient from the hospital setting to home or another hospital setting – with enhanced patient communication and timely follow-up after hospital discharge.

The Ohio project is one of four states recognized in this multi-state effort to reduce re-hospitalizations. The State Action on Avoidable Rehospitalizations (STAAR) initiative was launched by the Institute for Health Care Improvement.

Grand Lake Health System, STAAR team, and teams at the participating hospitals collect data for all-cause, 30 day, readmissions rates, review medical records and conduct interviews of recently admitted patients to better understand opportunities to improve processes of care, communication and transitions for patient from the hospital to home or some other community setting.

Joint Township District Memorial Hospital and Grand Lake Health System have instituted Teach Back as a primary feature in the STAAR initiative. Jill Engel, Director of Inpatient Services says, “Teach Back provides us with better assurance that the patient understands what they are being taught. It enables staff to give thought to how information will be presented and provides them with an established method to validate patients / families understanding of teaching.”

Teach Back is our new standard to provide effective teaching and facilitate enhanced learning for our patients and their caregivers. It is being used in all patient care settings and throughout our entire hospital. This proven methodology allows for staff to validate understanding of education and instruction by patients and their caregivers. Teach Back is conducted in the following manner:

**Explain Needed Information**

- Speak slowly
- Break into short statements
- Take a pause

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HEALTH SYSTEM

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- Use plain language
- Keep it simple

Patients have been very responsive to the Teach Back program with one stating, “This really helps me to remember the important things to do” after discharge from the hospital. Another patient said, “It is nice that you make sure we understand” what the patient and family can do at home to prevent readmission to the hospital.

The July issue of Health Affairs praised Ohio’s early promise of the STAAR program to reduce avoidable hospital readmissions.

“The Ohio STAAR Initiative’s groundbreaking approach has made significant progress to reduce avoidable rehospitalization, which translates into improved patient care and health care savings for Ohioians. The OHA Board applauds the 18 STAAR hospitals and The Quality Institute of OHA for leading the nation on this effort,” said Mina Ubbing, Chair of the Ohio Hospital Association Board of Trustees and president and CEO of Fairfield Medical Center.

Deb McKee, Vice President of Patient Care at Joint Township District Memorial Hospital says, “Grand Lake Health System is very proud to participate in this very important quality initiative. We feel the programs such as the STAAR Initiative will result in long term quality improvements both locally and at the national level.”

Grand Lake Health System anchored by Joint Township District Memorial Hospital System is committed to serving the community with compassionate care, advanced technology and expertise. Grand Lake Health System is a comprehensive health system offering a wide range of primary, acute and therapy services to the people of the Grand Lake region. Joint Township District Memorial Hospital offers modern facilities, state-of-the-art equipment, caring medical professionals, high qualified, experienced physicians, the widest array of medical services and specialties – all with quality and convenience. Joint Township District Memorial Hospital and Grand Lake Health System remain committed to our long tradition of serving you with skill, expertise, quality, care and compassion.