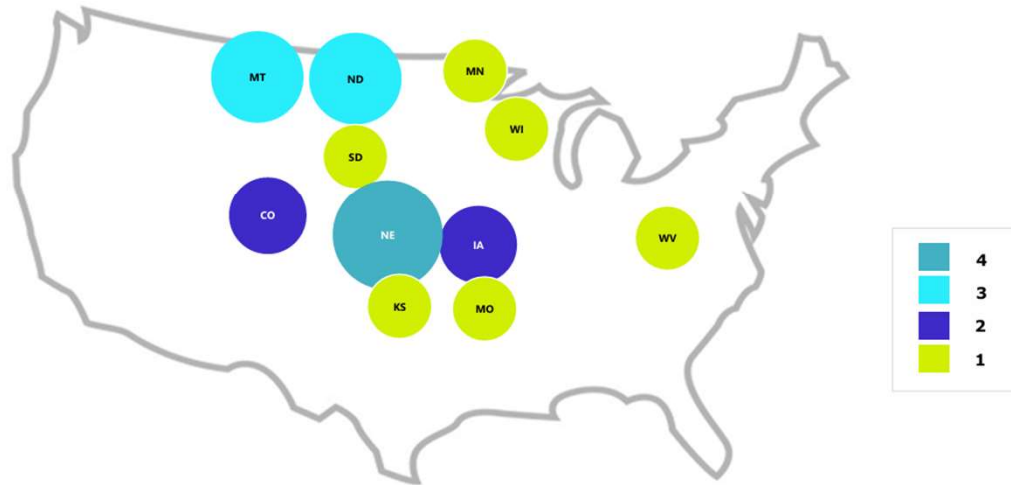


2025 Top 20 Critical Access Hospitals



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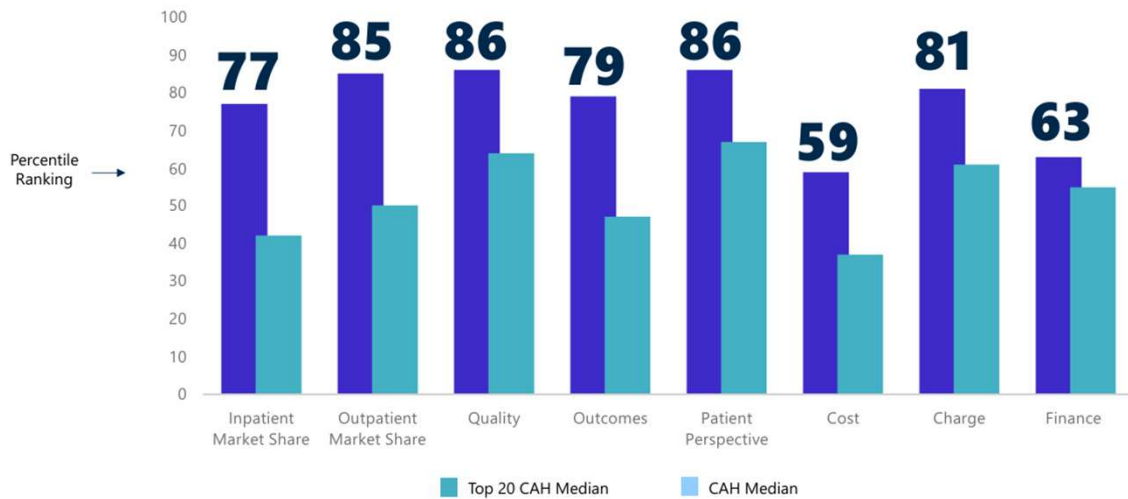
2

Eight Pillars of Excellence

- ✓ Inpatient Market Share
- ✓ Outpatient Market Share
- ✓ Quality
- ✓ Outcomes
- ✓ Patient Perspective
- ✓ Cost
- ✓ Charge
- ✓ Finance

3

What Does Top 20 Performance Look Like?



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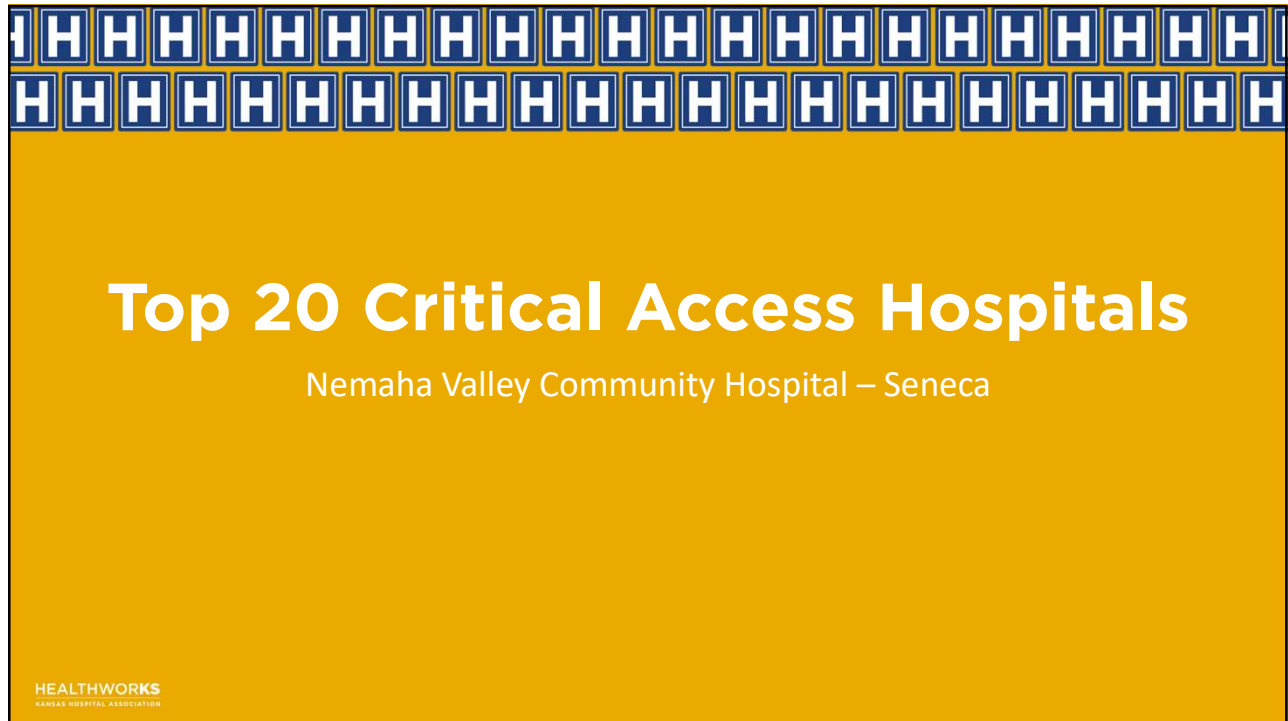
Page 22

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2025 Kansas Top Critical Access Hospitals

- Top 20 Critical Access Hospitals
 - Nemaha Valley Community Hospital – Seneca
- Best Practice Recipients – Patient Satisfaction
 - Nemaha Valley Community Hospital – Seneca
- Best Practice Recipients – Quality
 - Kiowa District Healthcare – Kiowa
 - Lane County Hospital – Dighton

5



6



7



HEALTHWORKS
KANSAS HOSPITAL ASSOCIATION

Kansas
Department of Health
and Senior Services

8



9

About NVCH: We are a 24-bed critical access hospital located in Nemaha County in Northeast Kansas. We are approximately 12 miles from Nebraska.



10

We have had a busy year!

From this.....



11

To this



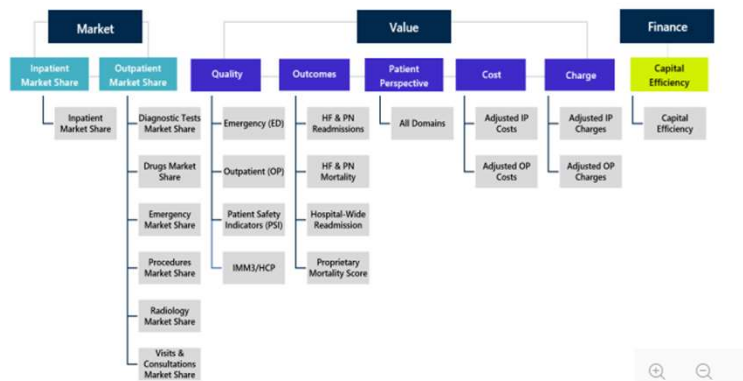
12

Don't know where to start?

- ▶ Did you attest to DACA (Data Accuracy and Completeness Acknowledgement) April 1st – May 15th
- ▶ Frequently check your HCAHPS data
- ▶ Reach out to Chartis to have them send you a report.
- ▶ Find out where the data is being pulled from.
- ▶ Check Care compare
- ▶ Other reports to check: MedPAR (Medicare Provider Analysis and Review) report
- ▶ See where you have opportunities to improve.

13

Components (2025)



14

It helps to know the timeframe:

Pillar	Source	Data Set Name	Time Period
Inpatient Market Share	CMS	Service Area File 2023	January 2023-December 2023
Outpatient Market Share	CMS	Standard Analytical File - OP 2023	January 2023-December 2023
	CMS	MedPAR 2023 Final Rule	October 2020-September 2023
Quality	CMS	Hospital Compare - IMM3	October 2023-March 2024
	CMS	Hospital Compare - OP 18b	July 2023-June 2024
	CMS	Hospital Compare - OP 22	January 2023-December 2023
Outcomes	CMS	MedPAR 2023 Final Rule	October 2020-September 2023
	CMS	Hospital Compare - (Overall, HF & PN) Mortality / Readmissions	July 2020-June 2023
Patient Perspectives	CMS	Hospital Compare - HCAHPS	July 2023-June 2024
	CMS	Standard Analytical File - OP 2023	January 2023-December 2023
Cost	CMS	MedPAR 2023 Final Rule	October 2022-September 2023
	CMS	Healthcare Cost Report Information Systems (HCRIS) Q3 2025	Most recent Cost Report provided as of 7/1/2025
Charge	CMS	MedPAR 2023 Final Rule	October 2022-September 2023
	CMS	Standard Analytical File - OP 2023	January 2023-December 2023
Financial Stability	CMS	Healthcare Cost Report Information Systems (HCRIS) Q3 2025	Most recent Cost Report provided as of 7/1/2025

15

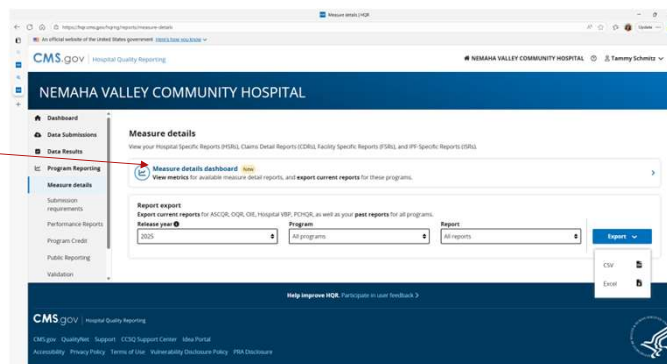
Dive Into the Data

- ▶ Once you know what areas to work on, work with departments to create quality projects. Perhaps there are some projects that you can join to network with other facilities.
- ▶ Are there upcoming publicly reported measures that need work?
- ▶ Consider having Chartis do a deeper dive on the numbers.
 - ▶ They can do some performance benchmarking for you

16

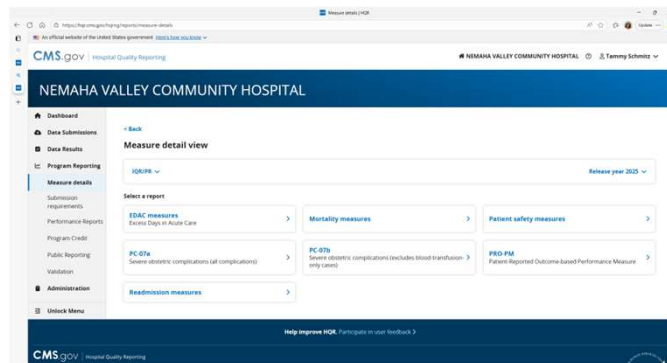
Do you know where to find the details?

Click on the blue Measure details dashboard.



17

Click on the category that you want to review.



18

Small changes can make a big difference

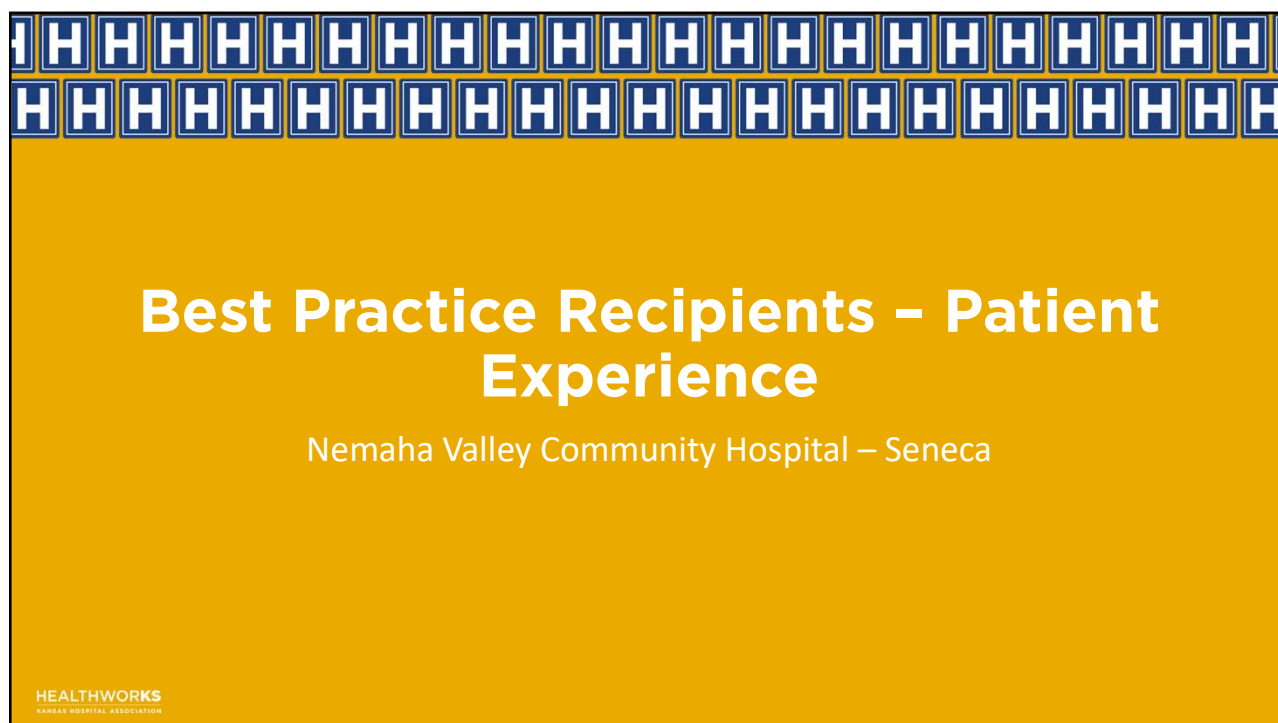
Your index rating does not have to make big changes. Small numbers can lead to big changes.

Find your champions and be a cheerleader!

We were a Top 100 hospital in 2023

- Our index score went up 2.4 points to pull us to a Top 20.

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Best Practice in Patient Satisfaction

The Top 20 Critical Access Hospitals

**TOP CRITICAL
ACCESS
HOSPITAL 2025**
 Best Practice in Patient Satisfaction

Aspirus Lake View Hospital - Two Harbors, MN	Hegg Memorial Health Center - Rock Valley, IA
Avera Dells Area Hospital - Dell Rapids, SD	Highpoint Health–Trousdale - Hartsville, TN
Bigfork Valley Hospital - Bigfork, MN	Kittson Healthcare - Hallock, MN
CHI Health - Mercy Corning - Corning, IA	Lynn County Hospital District - Tahoka, TX
Coleman County Medical Center - Coleman, TX	Midwest Medical Center - Galena, IL
Community Memorial Hospital - Burke, SD	Nemaha Valley Community Hospital - Seneca, KS
ECU Health Bertie Hospital - Windsor, NC	North Shore Health - Grand Marais, MN
Edgerton Hospital and Health Sciences - Edgerton, WI	Scheurer Health - Pigeon, MI
Electra Memorial Hospital - Electra, TX	Tallahatchie General Hospital - Charleston, MS
Franklin General Hospital - Hampton, IA	Towner County Medical Center - Cando, ND

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Nemaha Valley Community Hospital

Seneca

Tammy Bragdon

Director of Quality and Infection Prevention

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Kansas
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and Senior Services

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Best Practice in Quality

The Top 20 Critical Access Hospitals

TOP 20 CRITICAL ACCESS HOSPITAL 2025
 Best Practice in Quality

Coteau des Prairies Health Care System - Sisseton, SD	Molokai General Hospital - Kaunakakai, HI
Henderson Health Care Services - Henderson, NE	Myrtue Medical Center - Harlan, IA
Kiowa District Healthcare - Kiowa, KS	Palacios Community Medical Center - Palacios, TX
Lady of the Sea General Hospital - Cut Off, LA	Pembina County Memorial Hospital - Cavalier, ND
Lane County Hospital - Dighton, KS	Rio Grande Hospital - Del Norte, CO
McCone County Health Center - Circle, MT	Samuel Mahelona Memorial Hospital - Kapaa, HI
Mercy Hospital Healdton - Healdton, OK	Sanford Hillsboro - Hillsboro, ND
Mercy Hospital Kingfisher - Kingfisher, OK	SMP Health - Saint Aloisius - Harvey, ND
Mercy Hospital Logan County - Guthrie, OK	Tioga Medical Center - Tioga, ND
Mercy Hospital Tishomingo - Tishomingo, OK	Towner County Medical Center - Cando, ND

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Kiowa District Healthcare

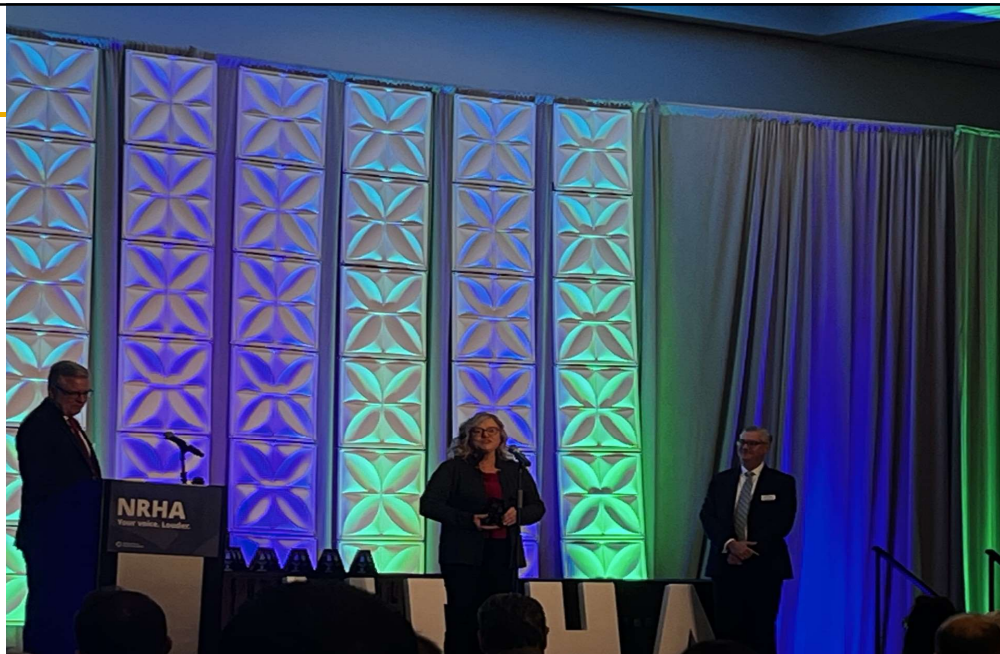
Kiowa

Janell Goodno, Chief Executive Officer

Brandy Campbell, Quality Director

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HEALTHWORKS
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Kansas
Department of Health
and Senior Services

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Kiowa District Healthcare

"Quality C.A.R.E. Close to Home"

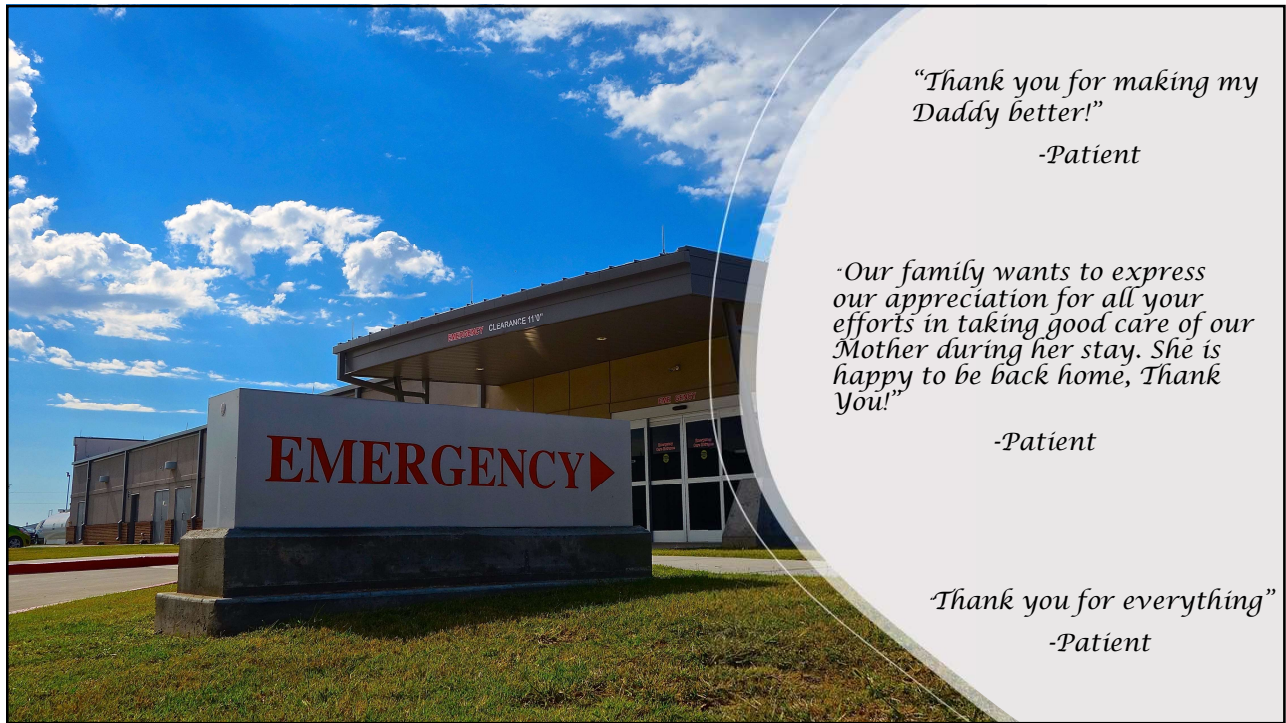
Compassionate, Accessible, Reliable, Excellent

28

We strive to be the premiere rural provider of choice in the delivery of care by always placing patients, residents, and their families first, thus providing a positive impact in our lives as well as the lives of others.



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*"Thank you for making my
Daddy better!"*

-Patient

*"Our family wants to express
our appreciation for all your
efforts in taking good care of our
Mother during her stay. She is
happy to be back home, Thank
You!"*

-Patient

"Thank you for everything"

-Patient

30



Quality

*"At Kiowa District Healthcare we have a remarkable team who are dedicated
to providing you and your family with quality, patient-centered healthcare
close to home"*

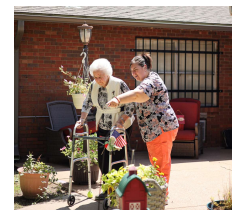
Brandy Campbell MSN, RN
Quality Assurance

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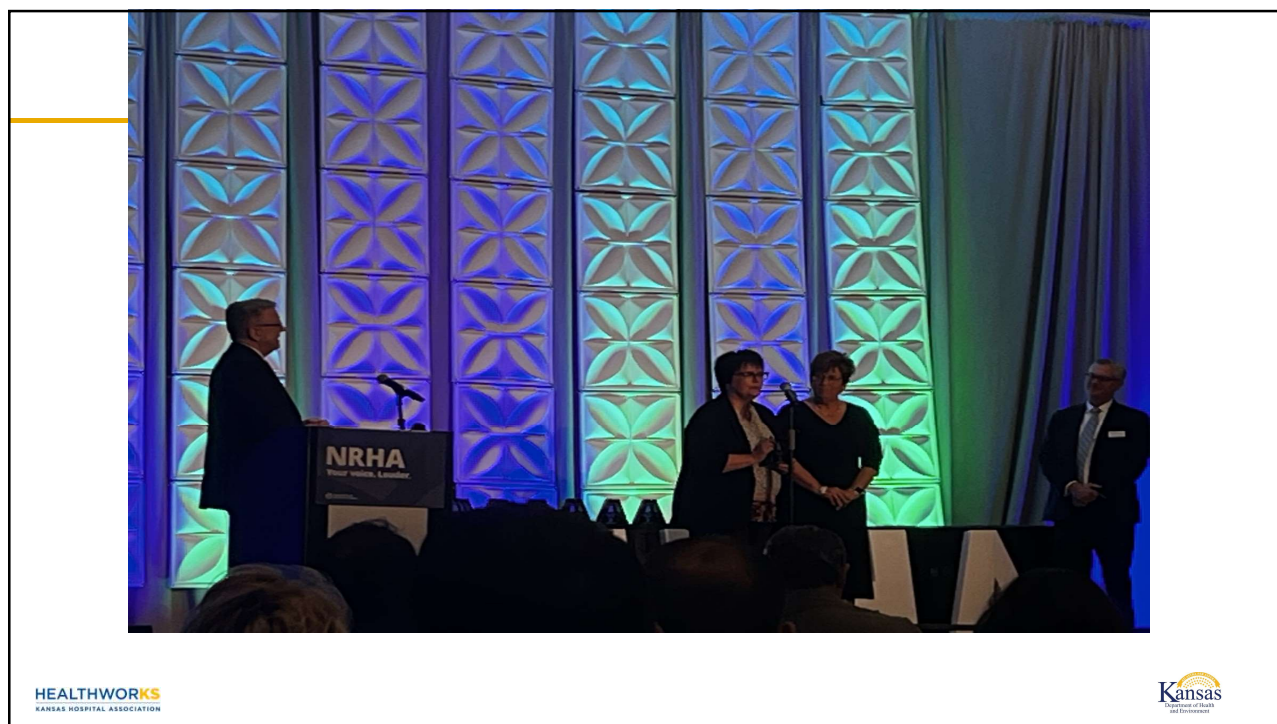
Melissa Stroh K.C. Wetta Dr. Paul Wilhelm Morgan Stuke Dedra Rathgeber

"EXCELLENCE"

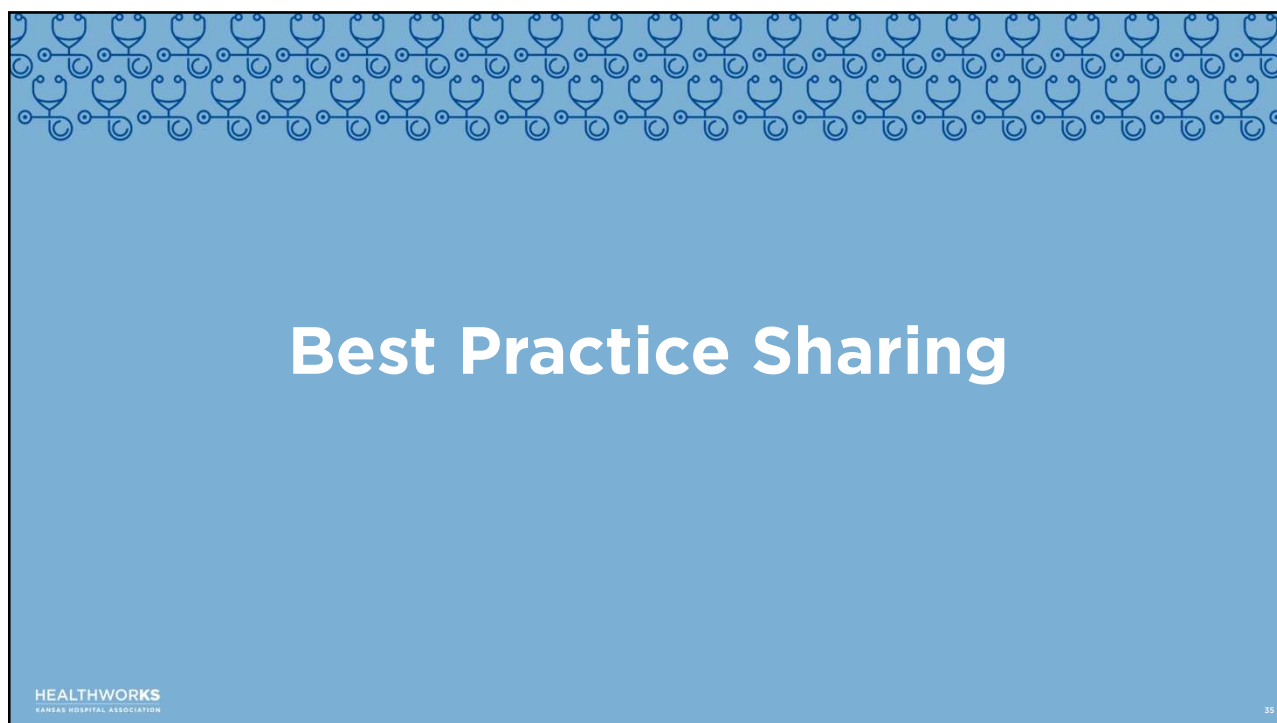


Lane County Hospital

Dighton



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Ellsworth County Medical Center

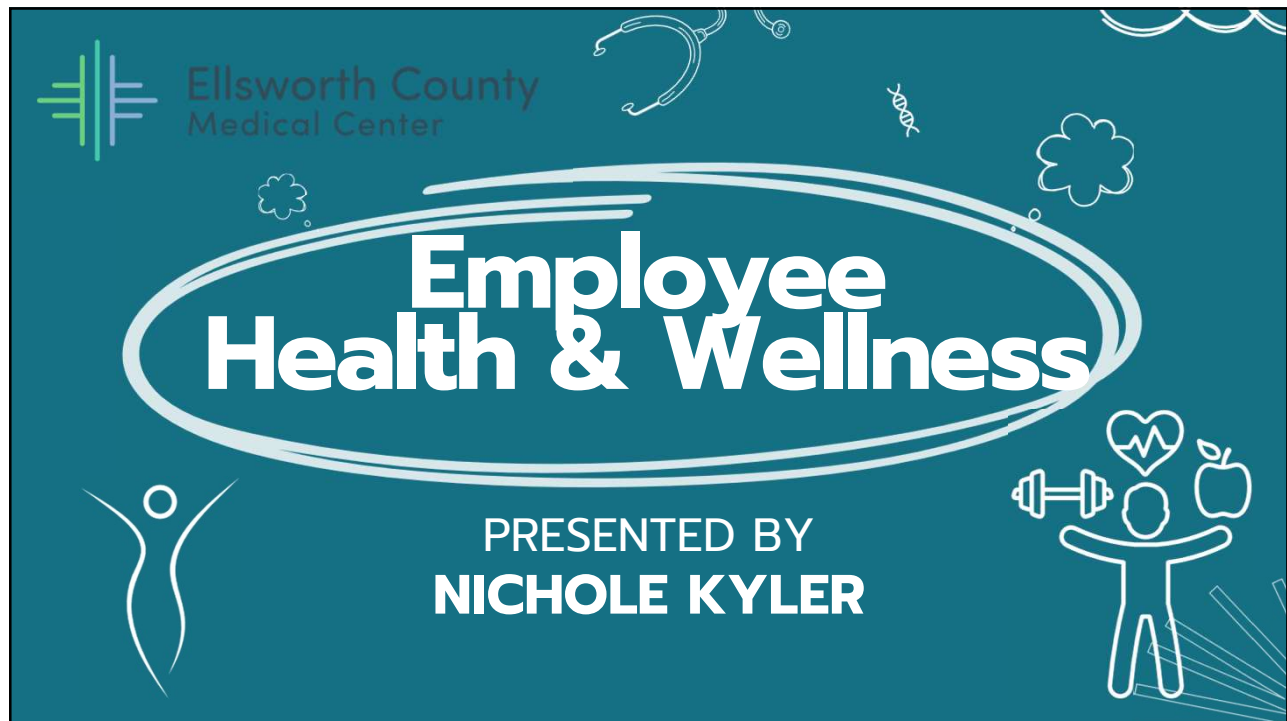
Ellsworth

Nichole Kyler, Occupational/Employee Health Nurse

Kimberly Heinz, Talent Recruitment Specialist

HEALTHWORKS
KANSAS HOSPITAL ASSOCIATION

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Agenda

Introduction

Who is Nichole Kyler?

Who is Ellsworth County Medical Center?

Why does employee wellness matter in a rural community?

The Framework

4 Pillars | Team, Quality, Service, Integrity

Integrating wellness into our team through HR Strategy

Program Highlights

Fuel Up ECMC

Occupational Health

Field Ready

Digital HR Board

Events and Other Recognition

Best Practices and Lessons Learned

Building Trust & Participation

Using Digital Tools & Software

Aligning Wellness with Organizational Goals

Community Collaboration

Partnering with Schools, Food Banks, Private Sector

Food Security & Wellness

Scalability

How Others Can Duplicate & Scale

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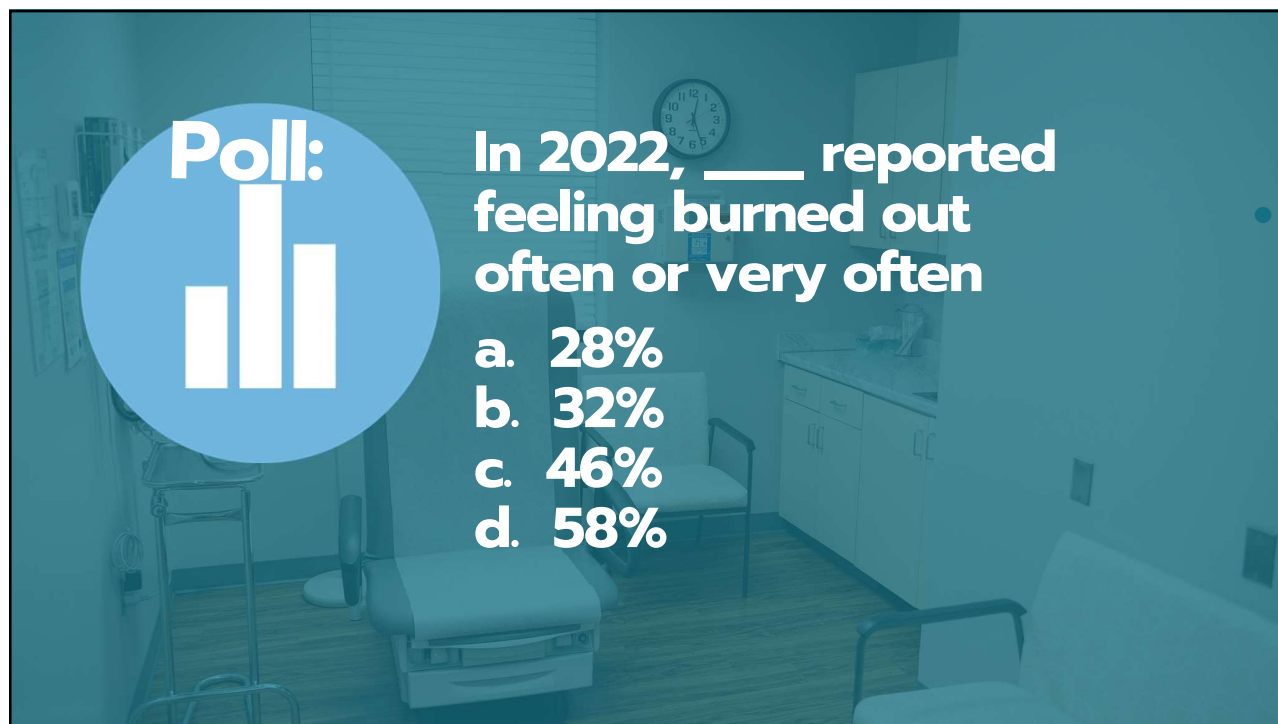
ECMC

- 19 Bed Critical Access Hospital
- 4 Clinic Locations: Ellsworth | Holyrood | Wilson | Lucas
- Ellsworth County: 6.314

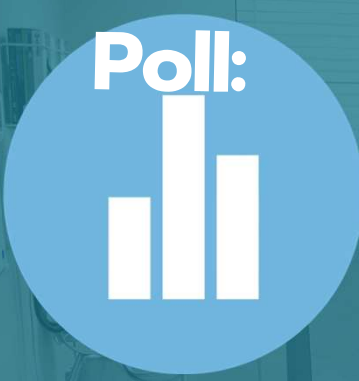
Why wellness matters?

- We can't care for others if we don't care for our own
- Healthcare has high national burnout rates
- A strong wellness and employee engagement program is key to recruitment and retention
- Transition from care management to prevention will lead to healthier, happier employees and more productivity
- Reduction in insurance premiums

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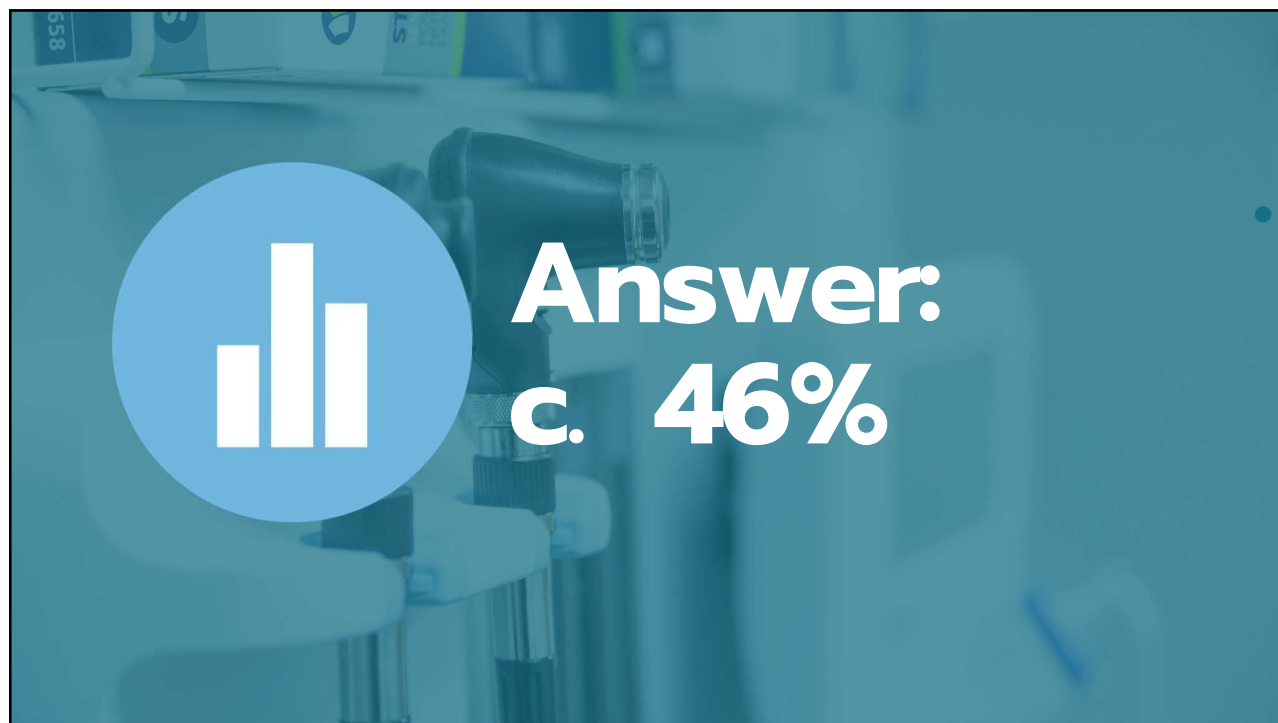
Poll:



In 2022, ____ reported feeling burned out often or very often

- a. 28%
- b. 32%
- c. 46%
- d. 58%

40



Answer:

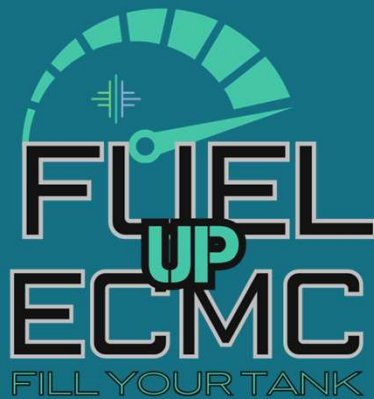


c. 46%

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Framework For Wellness

- Culture: Wellness as a Way of Daily Life
- Strategy: Aligned with Pillars and HR Philosophy (Holistic)
- Engagement: Gamified, Departmental, and Team-Based Approach



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EMPLOYEE HEALTH



FUEL UP ECMC
FILL YOUR TANK



Your Journey to Wellness Starts Here!

Get ready to power up your health, your habits, and your future. Fuel Up ECMC is our new year-round employee wellness program designed to support your total well-being—from physical health to mental strength, financial planning, and more. The road ahead is full of ways to earn points, boost your wellness, and compete (as a department!) for some great prizes.

Program Dates:
November 1, 2025 - October 31, 2026

Fuel Up For FREE

Wellness Benefits Covered 100% By ECMC or Insurance



Top Off Your Tank Preventive Care

Routine maintenance to keep your engine running smooth.

Annual check-up with provider	1 pt	Employee Health Review	1 pt
Annual lab panel	1 pt	Flu, RSV, Pneumonia, Shingles, MMR, Tdap,	1 pt
Annual dental cleaning	1 pt	Hep B vaccine	
Annual vision check	1 pt	Skin screenings	1 pt

Map Your Mind & Money

Quick tune-ups for what's on your mind—and in your budget.

Mental Health Screening	1 pt	Meet with Citizens State Bank representative	1 pt
Attend a Lunch & Learn	1 pt	Increase retirement contribution	1 pt
Utilize the EAP	1 pt	Smoking cessation program	1 pt

Keep It In Drive

Move more. Feel better. Stay fueled.

Walk 140,000 steps in a month	1 pt	Ergonomics evaluation	1 pt
Participate in a 5K	1 pt	Participate in weight management program	1 pt
Monthly PT gym use (private gym membership accepted)	1 pt		

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Go the Extra Mile

Additional Wellness Options to Power Your Full Potential

Optional services that go the extra mile for your wellness—and your Fuel Up points. While these services may come with an additional cost, ECMC is helping you invest in your health with extra savings:

ECMC Employees receive an additional 10% off any service listed on this page, on top of the regular 10% employee discount—for a total of 20% off (employee only).

Chiropractic Services:

Employees may be reimbursed up to 4 times per year at \$10 per session with proof of visit. Submit documentation to Paycom for reimbursement.



High Octane Upgrades

Premium Wellness Options with Bonus Points
Please order through your primary care physician, except chiro and massage.
Must be employed for a minimum of one year for eligibility for these points

Ages 21-40		Ages 41+	
Pap Smear (<21)	10 pts	Colonoscopy/ColoGuard (>45)	10 pts
Mammogram (>40)	10 pts	Bone Dens (>65)	10 pts
Risk Factor/Predisposition		All Employees	
Low Dose CT Scan	10 pts	Massage (up to 4x/yr)	5 pts
Carotid Artery Ultrasound	10 pts	Chiropractor (up to 4x/yr)	5 pts
Spirometry	10 pts	Dry needling (up to 4x/yr)	5 pts
EKG	10 pts		



1st - \$500
2nd - \$250
3rd - \$100

Prizes awarded to individuals, not departments

Tracking, Reporting & Prizes!

Points logged through verification by Employee Health
Department totals updated monthly on the Fuel Up Leaderboard (no names shared, but departments will be tracked, so keep your competitive spirit!)
Prizes awarded at ECMC Winter Event!

Fuel Up ECMC

Frequently Asked Questions

What is the Fuel Up ECMC program?

Fuel Up ECMC is a year-round wellness program designed to support your total well-being—from physical health to mental strength and financial planning. Earn points by completing healthy activities, track your progress, and compete for prizes!

How do I earn points?

Checkups, preventive care, wellness activities, and even financial and mental health initiatives earn points. A full list is on the Fuel Up ECMC guide.

Are points per visit or per year?

Most preventive care services (annual dental, vision, lab work, etc.) count once per year. Activities like steps, gym use, or Lunch & Learns can be earned monthly.

Can I get credit for activities outside ECMC?

Yes! Private gym memberships, 5Ks, and other eligible activities count—just provide proof.

What proof do I need?

Documentation (like appointment summaries, receipts, or screenshots from apps) must be submitted to Employee Health.

How do I submit my points?

Submit verification to Employee Health

Where can I see my points and department ranking?

Department totals are updated monthly on the Fuel Up Leaderboard. Individual points will not be shared publicly. No names or individual results will be shared.

What if I can't do certain activities (medical restrictions, pregnancy, etc.)?

We've made it easy for everyone to be able to participate through regular check-ups, and simple activities such as walking!

wellness goals:

A year-long, points-based wellness competition

- Departments earn points for physical activity, preventive care, and community participation
- Leaderboard + prizes: 🥇 \$500, 🥈 \$250, 🥉 \$100
- Focus: Health, fun, and friendly competition
- 50% participation in the 1st year



Employee Engagement

- Digital HR Board
- Coffee Themed Onboarding including Espresso Yourself Survey, Barista, Buddy, and ECMC Branded Coffee & Coffee Cup



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Employee Engagement

- Shoutout Board for Colleague Nominations
- Candy Bar Kudos
- ECMC Merch Store
- Hospital Appreciation Week : Survivor Themed
- Food Trucks & Donuts
- Suicide Prevention Week
- Bearcat Buyout
- Summer Bash | Winter Party

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Field Ready: Wellness Beyond the Hospital

- Extends ECMC's wellness culture to local farmers and ranchers
- Community screenings, education, and resources
- Supports mental health, preventive care, and physical well-being
- Tagline: From Our Fields, For Your Future



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Occupational Health: Wellness Continues

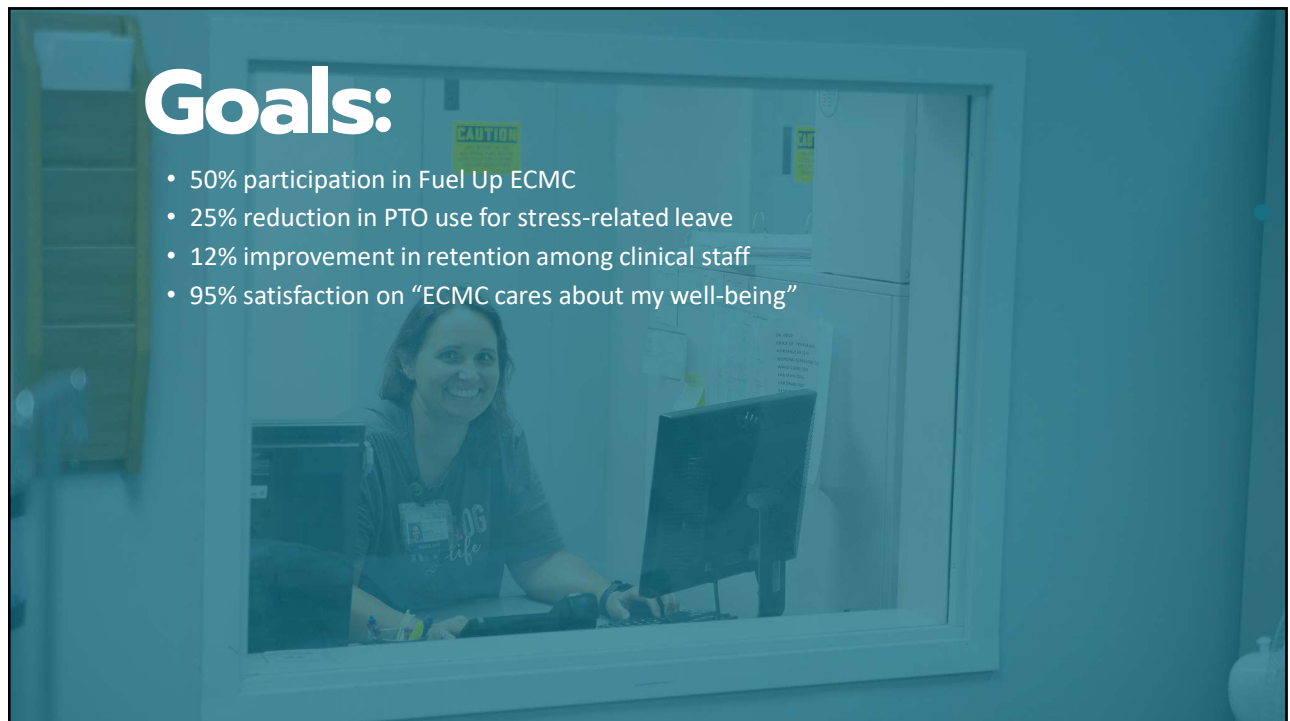
- Piloting with one major employer
- This program would provide preemployment screenings, workers comp, triage, and wellness services into the private sector
- On site services
- Additional revenue stream for ECMC



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Goals:

- 50% participation in Fuel Up ECMC
- 25% reduction in PTO use for stress-related leave
- 12% improvement in retention among clinical staff
- 95% satisfaction on “ECMC cares about my well-being”



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Lessons Learned:

- Start small, but stay consistent
- Make it visible and rewarding
- Partner across departments — HR + Nursing + Leadership
- Celebrate progress, not perfection

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What's Next?

- “Fill the Truck” Food Drive (addressing food disparity)
- Extending care beyond walls = community trust & brand reputation
- Field Ready Photo Contest and wellness calendar
- Field Ready Harvest Meal Deliveries
- Winter Appreciation Event

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How To Replicate and Scale

- Use data to define your “why”
- Align programs with your mission
- Involve leadership early
- Use friendly competition & recognition as motivator

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**Wellness isn't an
initiative... it's a
movement.**

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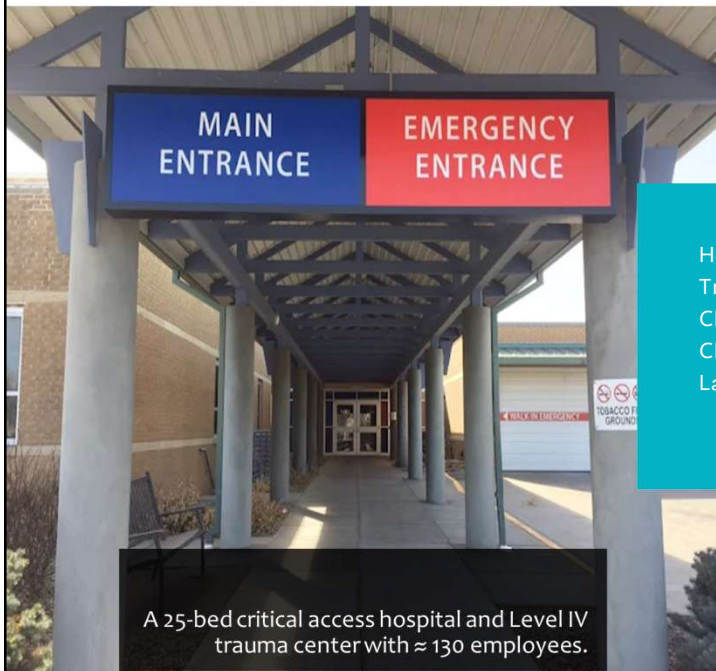
57



QUALITY REQUIRES COLLABORATION

Implementation of Viking Pure Solutions

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ABOUT US

Hospital includes: 3 Trauma Bays; 2 Emergency Treatment rooms; 15 Inpatient rooms, Specialty Clinic, Outpatient Nursing Services, Medical Clinic, Surgical Suite, Laboratory, Radiology, Laundry, and several Offices

NCH NORTON
COUNTY HOSPITAL

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IMPROVEMENT IDEA

NEED IDENTIFIED

Maintain and provide an environmentally friendly cleaning system that is safe, efficient, effective and allows for reduction of chemicals used at NCH/NMC.

WHO NEEDS A SEAT AT THE TABLE?

EVS
ADMINISTRATION
RISK/QUALITY
INFECTION PREVENTION
SAFETY

CUSTOMERS

MARKETING-gain both internal and external support so that feedback could be captured

USABILITY

EVS and other STAFF members- create and supply education to staff members so updates to current processes are implemented accurately with new solution in place

FINANCIALS/COST

CFO/CEO-contract negotiations with vendor supplying product



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EVS Quality Project at NCH/NMC

Viking Pure Solutions

- Implementation of Viking Pure Solutions System
- Efficiency of the Cleaning system using ATP and Biotorch Testing
- Customer Satisfaction (Patients, Staff, Visitors)

Part of the Facebook release:



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Efficiency

Plan: use ATP testing for five sites both pre-clean and post clean to check the effectiveness of the Viking Pure Solutions cleaning system. Also use the Biotorch light to check cleanliness of various surfaces.

Do: Create tasks to log results.

Study: Look at effectiveness of Viking Pure Solutions cleaning system through the analysis of results.

Act: Determine from the values whether the efficiency of the cleaner is meeting standards.

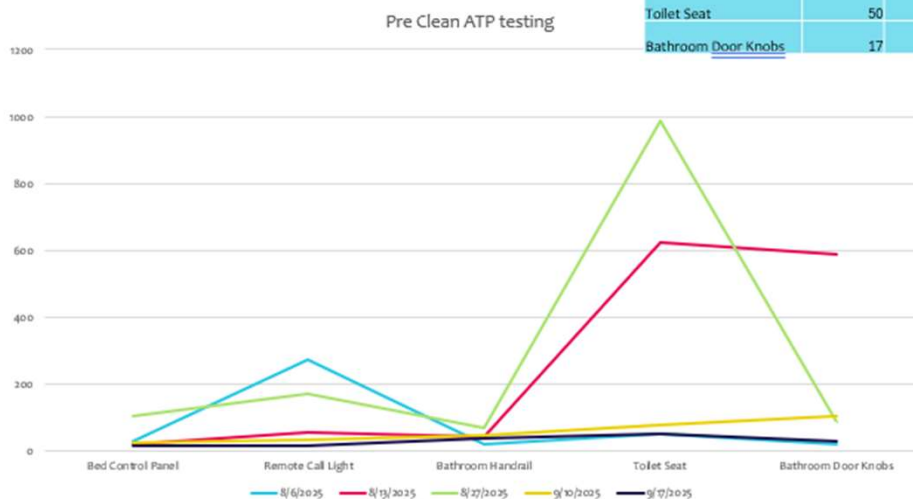


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ATP Results

A quick look at some real data:



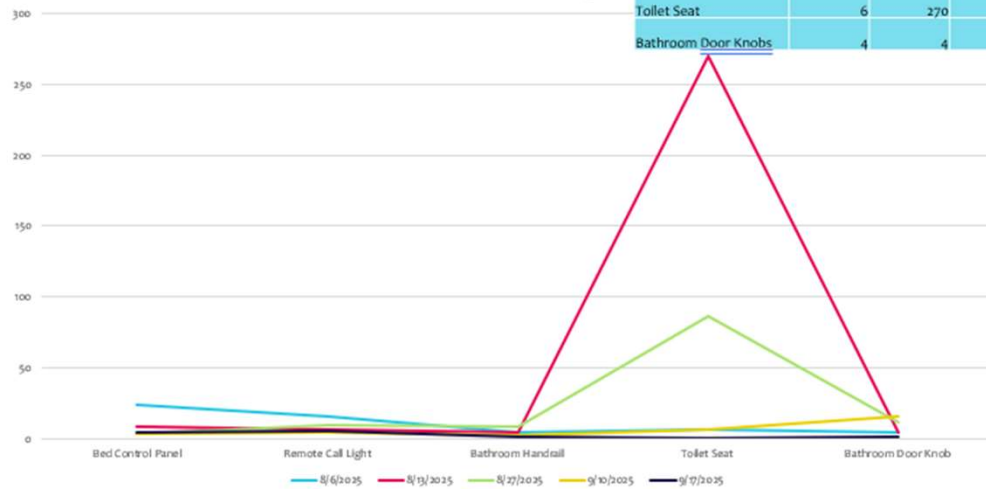
63

63

ATP Results

A quick look at some real data:

Post Clean ATP Testing



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Biotorch Examples from NCH



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Norton County Hospital and Clinics
Published by Tabettha Harris · July 25 ·

We've Gone Green - and We're Leading the Way! We're proud to announce that Norton County Hospital is the FIRST critical access hospital in Kansas to switch to a chemical-free cleaning system made from just water, salt, and electricity! The new innovative Viking Pure Solutions, LLC system, exclusively available through Cintas Corporation, replaces 8 of our 10 cleaning chemicals by creating two powerful solutions right on-site:

- Hypochlorous acid (HOCl) - a gentle yet effective disinfectant that kills germs fast without harsh chemicals
- A sodium hydroxide-based cleaner and degreaser that cuts through tough soils and grease

- ✓ No harmful fumes
- ✓ ZERO hazards (SDS score = zero!)
- ✓ Safe on all surfaces - even food-contact areas
- ✓ Healthcare-grade, industrial laundered microfiber products reduce waste and remove 99.99% of contaminants

This smart, sustainable approach means safer care for patients and staff - and a cleaner future for our community.

Clean spaces. Safer care. Greener future. NCH.



CUSTOMER SATISFACTION

Plan: To create a way to measure customer experience/opinion of the Viking Pure Solutions cleaning system.

Do: Partnered with Marketing to create QR code for surveys (short 4 questions)

Study: Ongoing collection of responses

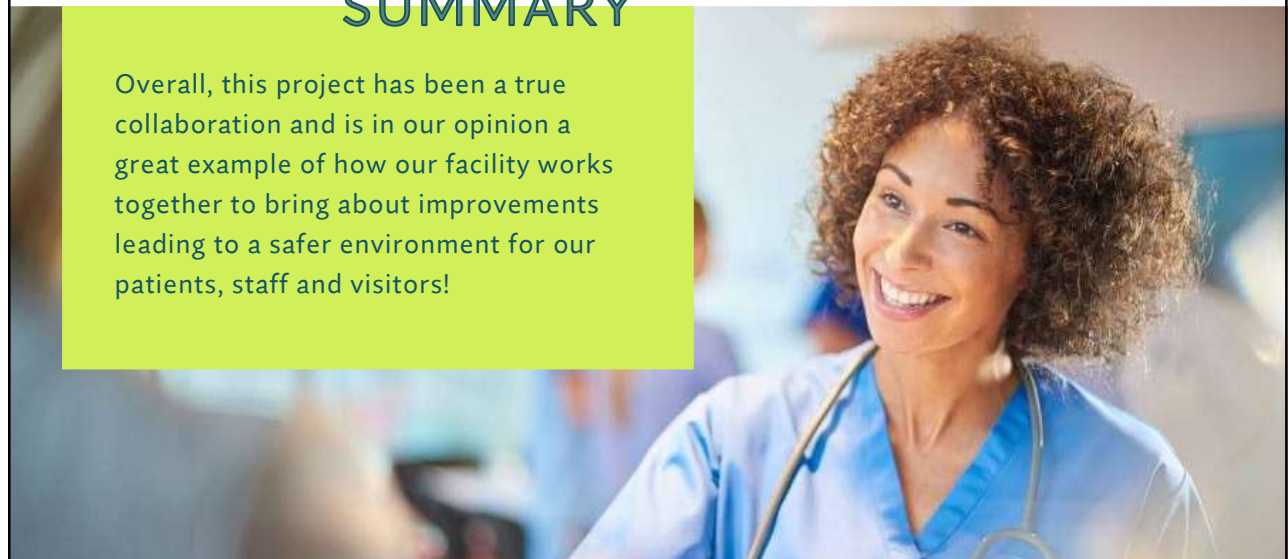
Act: Potentially put together another survey after system has been in place for 11months before renewal of contract

66

66

SUMMARY

Overall, this project has been a true collaboration and is in our opinion a great example of how our facility works together to bring about improvements leading to a safer environment for our patients, staff and visitors!



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Facilities Receiving 100% of their SHIP Grant Funds (2024-25)

Patterson Health Center	Anthony	Kiowa District Hospital	Kiowa
Ashland Health Center	Ashland	Kearny County Hospital	Lakin
Amberwell Health	Atchison	Pawnee Valley Community Hospital	Larned
Republic County Hospital	Belleville	Wichita County Health Center	Leoti
Mitchell County Hospital Health Systems	Beloit	Lindsborg Community Hospital	Lindsborg
Coffey County Hospital	Burlington	Hospital District #1 of Rice County	Lyons
Caldwell Regional Medical Center	Caldwell	St. Luke Hospital and Living Center	Marion
Neosho Memorial Regional Medical Center	Chanute	Community Memorial Healthcare, Inc	Marysville
Clay County Medical Center	Clay Center	McPherson Hospital Inc	McPherson
Coffeyville Regional Medical Center	Coffeyville	Meade District Hospital	Meade
Citizens Health	Colby	Medicine Lodge Memorial Hospital	Medicine Lodge
Comanche County Hospital	Coldwater	Ottawa County Health Center	Minneapolis
North Central Kansas Medical Center	Concordia	Minneola Healthcare	Minneola
Susan B. Allen Memorial Hospital	El Dorado	Wilson Medical Center (Wilson County)	Neodesha
Morton County Hospital	Elkhart	Ness County Hospital	Ness City
Ellsworth County Medical Center	Ellsworth	Logan County Health Services	Oakley
Newman Regional Health	Emporia	Community HealthCare Systems Inc	Onaga
Greenwood County Hospital	Eureka	AdventHealth Ottawa	Ottawa
Fredonia Regional Hospital	Fredonia	Miami County Medical Center, Inc - PPS	Paola
Anderson County Hospital	Garnett	Labette Health	Parsons
Girard Medical Center	Girard	Phillips County Health Systems	Phillipsburg
University of Kansas Health System Great Bend	Great Bend	Pratt Regional Medical Center	Pratt
Hanover Hospital	Hanover	Gove County Medical Center	Quinter
Amberwell Hiawatha	Hiawatha	Grisell Memorial Hospital	Ransom
Graham County Hospital	Hill City	Sabetha Community Hospital	Sabetha
Hillsboro Community Hospital - CAH	Hillsboro	Scott County Hospital	Scott City
Holton Community Hospital	Holton	Nemaha Valley Community Hospital	Seneca
Sheridan County Health Complex	Hoxie	Smith County Memorial Hospital	Smith Center
Allen County Regional Hospital	Iola	Stafford County Hospital	Stafford
Hodgeman County Health Center	Jetmore	Trego County Lemke Memorial Hospital	WaKeeney
Stanton County Hospital	Johnson	F W Huston Medical Center (Jefferson County)	Winchester
Stromont Vail Flint Hills	Junction City	William Newton Hospital	Winfield
Kingman Community Hospital	Kingman		

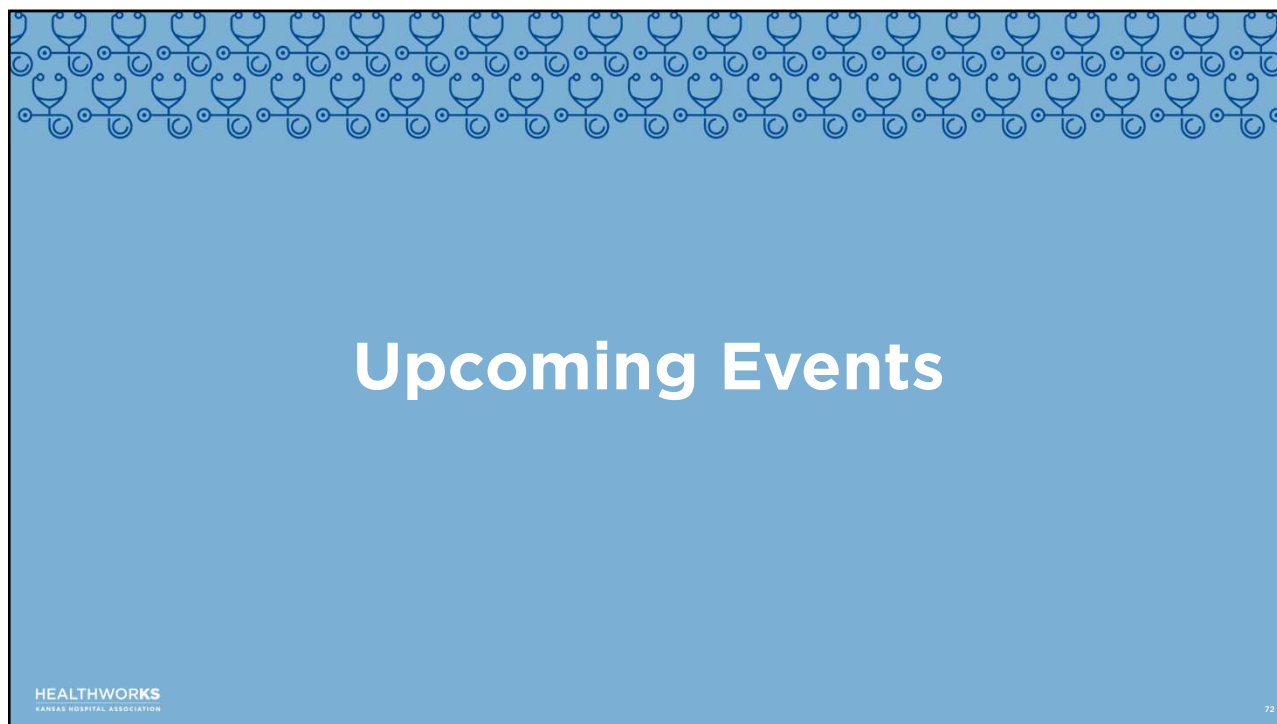


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2025 New Quality Director Orientation

- Hollie Barr – Moundridge
- Paula Hayes – Smith Center
- Lynnette Hageman - Hugoton
- Elizabeth McElroy – Hill City
- Dennis Fry - Girard
- Tanya Rader – Abilene
- Christena Zachgo – Ellsworth
- Natalia Leisher - Satanta
- Julie Olson – Beloit
- Ashley Rich – Coldwater
- Jodie Miller – Lindsborg
- Ashley Wickham – Russell
- Jackie Gullett – Elkhart
- Monica Mullender – Osborne
- Samantha Daniels – Coffeyville

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2025 Upcoming Events

- Virtual MBQIP Basics
 - November 11
- Rural Health Symposium
 - November 20
- Revenue Cycle Webinar
 - December 4
- ED Efficiencies (EMTALA Refresh and Billing/Coding/Quality)
 - December 5
- SHIP Quarterly Webinar
 - December 11

Check out the Events page for more: <https://krhop.net/events>

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Contact Us

Jennifer Findley

jfindley@kha-net.org (785) 233-7436

Susan Runyan

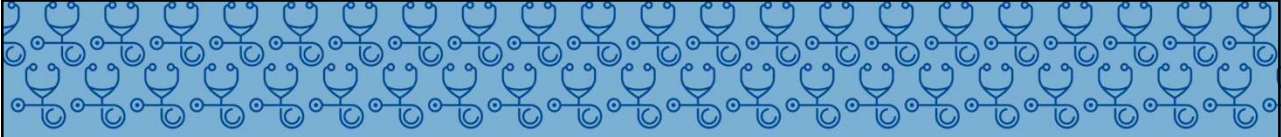
srunyan@kha-net.org (620) 222-8366

Susan Holmes

sholmes@kha-net.org (785) 233-7436

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