

OCTOBER 2025



TOWN HALL

WrapUp

WINS!

- Kelly received a call from a patient who shared a heartfelt compliment about our staff and her wonderful experience at Sparta Community Hospital. Always great to hear that our care made a difference!
- Peter thanked Nancy Metcalf and Courtney Owen went above and beyond to assist a patient with limited transportation, ensuring they could access the care they needed.
- A strong audit report was presented to the Board on October 22, 2025, reflecting the organization's sound financial practices and continued fiscal responsibility.
- Happy to announce that Dr. Daub will be joining us as a visiting Rheumatologist at North Campus Healthcare!
- Nuclear Medicine, CT and Emergency Department all exceeded projected service volumes for the month.
- Lab billables, Physical Therapy treatments, and Outpatient registrations all increased from prior two months — good momentum across multiple service lines.
- We are beginning to see measurable utility savings from our energy project over the past year.
- We reached an agreement with CIRA to extend radiology coverage through 2026!
- We will be receiving American Heart Association funding to purchase three automated blood pressure devices for each clinic to help improve overall hypertension management and reporting numbers.
- We experienced a slight increase in covered lives in September.
- Our annualized turnover rate improved by 3% this month — a clear sign that we're hiring the right people and creating an environment where employees want to stay and grow.

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SPARTA
COMMUNITY HOSPITAL

Board Updates

New IV Pumps

The Board of Directors approved the purchase of new IV pumps across the organization — the latest version of the same model our teams already use. The new pumps include syringe modules and automatic Wi-Fi drug library updates, improving safety and efficiency. With a familiar design, staff can expect a short learning curve and seamless transition.

North Campus Renovations

The exterior of North Campus Healthcare is getting a facelift, including fresh paint across the entire building and sealer applied to the north side.

Upcoming Events

Jeans Day - October 31, 2025

Employees can wear jeans on Halloween with a \$2 donation to Helping Hands, our employee-led fund that supports coworkers in times of need. [Click to Learn More](#)

Auxiliary Halloween Bake Sale - October 31, 2025

Join the SCH Auxiliary for a sweet Halloween tradition! Stop by for homemade treats and festive goodies — all proceeds support hospital projects and patient care initiatives. 11 a.m.–1 p.m. (or until sold out).

ABC's of Medicare & Medicare Advantage - October 28, 2025

Learn how to compare coverage and costs before annual enrollment in this informative session led by Managed Care Partners' Keith Leitzen. 6:00 p.m. at Broadway Plaza. RSVP to Jennifer at ext. 1467. [Click to Learn More](#)

COVID-19 Vaccine Clinic

We're hosting two convenient vaccine clinics at our Broadway Plaza location:

- Sunday, October 26, 2025 | 9:00 a.m.–11:30 a.m.
- Tuesday, October 28, 2025 | 12:30 p.m.–3:30 p.m.

Appointments are encouraged — call 618-443-1DOC (1362) to schedule. [Click to Learn More](#)

Healthy Holiday Hustle - November 29, 2025

Run, walk, or cheer in our festive 5K and Fun Run/Walk supporting the Sparta Police Department's Shop With a Cop program. [Click to Learn More](#)

Employee Appreciation Party - Saturday, January 17, 2026

Come dance the night away with Champagne Fixx! Celebrate the year's accomplishments, reconnect with coworkers, and enjoy an evening of great music, food, and fun.

Provider/Service Line Updates

Provider Update

Our GI service line will soon be changing as Dr. Aliperti begins to phase out of his practice. It has been an honor to have him on our team — truly a legend in his field who has provided exceptional care to our patients. We will continue scheduling appointments with Dr. Aliperti through the end of the year while exploring partnerships with two potential GI groups to ensure a seamless continuation of services. At this time, we are holding new appointments for 2026 until a confirmed transition timeline and firm departure date are established.

Tiffany Hostert, APRN, is expected to return to Coulterville Medical Clinic in October.

Radiologist Coverage Update

CIRA will continue providing radiology services through 2026. As part of their operational adjustments, they will be reducing onsite coverage, and our team is currently working through what this means for scheduling and workflow.

Their goal is to reduce commute time for radiologists and increase efficiency through expanded remote reading capabilities. We're collaborating closely with CIRA to ensure a smooth transition that maintains timely results and high-quality imaging services for our patients.

Quality & Innovation Highlights

IRCCO/ACO Update

Everyone across the organization plays a role in our Accountable Care Organization (ACO) success. Sparta Community Hospital participates in the IRCCO ACO — a network of providers working together through ICAHN to improve outcomes and reduce costs for traditional Medicare patients.

The ACO model rewards hospitals and clinics for providing high-quality, cost-effective care. When total spending stays below benchmarks and quality measures are met, the ACO earns shared savings — funds that are returned to participating organizations.

This past year, the ACO as a whole earned over \$9 million in shared savings. However, because overall quality scores didn't meet national thresholds, approximately \$3 million was forfeited. Locally, SCH did not meet one of the quality goals, which impacted our portion of the savings (reimbursement).

Our key ACO focus areas include:

- Annual Wellness Visits (AWVs): Target is 55% completion — and this is the single most important driver of overall quality performance. AWVs help identify gaps in care, close preventive measures, and directly influence multiple quality metrics.
- Hypertension Management
- Depression Follow-Up
- Hierarchical Condition Coding (HCC): Target 80% recapture rate; we're currently at 79%.

So much depends on Annual Wellness Visits!

Every completed visit strengthens our ability to identify health risks, document conditions accurately, and provide preventive care that improves outcomes for patients — and financial results for our organization.

Pre-Op Process Overhaul

A full Pre-Op process redesign is underway, involving every discipline connected to surgical care. The project is progressing extremely well — collaboration is high, and team members across departments are learning a great deal as workflows are refined to improve efficiency and patient readiness.

AMA MAP Hypertension Collaboration

We continue active participation in the AMA MAP Hypertension Collaboration, aligning our efforts to improve blood pressure control, enhance follow-up consistency, and reduce cardiovascular risk across our patient population.

Depression Screening Follow-Up Improvement

Focused on ACO patients, this initiative aims to strengthen our follow-up processes after positive depression screenings. The team is working to ensure timely, coordinated care and consistent documentation to support both clinical outcomes and quality measures.

Power of One: Service Recovery

When someone complains, picture fifteen others standing silently behind them. Each unhappy patient, caller, or co-worker represents many others who may have felt the same way but stayed silent. That's why service recovery is more than just solving a problem—it's an opportunity to rebuild trust and strengthen relationships.

Service recovery is the art of turning a negative experience into a positive one. The keys to success are simple:

- Prevent complaints whenever possible.
- Acknowledge quickly when someone is unhappy.
- Apologize when expectations aren't met.
- Address the need, not just the noise.

Whether you're helping a frustrated caller, a disappointed patient, or a coworker under pressure, the same core steps apply.

The Six Steps of Successful Service Recovery

1. **Stay Calm** - If you escalate, the other person will too. Take a breath, lower your tone, and model composure.
2. **Listen Fully** - Let them speak without interruption. Taking notes shows you value their concerns and helps prevent them from repeating information.
3. **Show Respect** - Your tone and words matter. Express genuine concern so the person feels heard and cared for. Respect builds trust—and trust opens the door to resolution.
4. **Apologize When Appropriate** - A sincere apology is not an admission of guilt—it's an expression of empathy. "I'm sorry this has been frustrating for you" can go a long way.
5. **Offer Alternatives** - When you give choices, you give control. Even if you can't grant the exact request, presenting options helps the person feel empowered.
6. **Be Empathetic** - Use empathy statements to show you understand their feelings:
 - "I can see why that would be frustrating."
 - "That must have been upsetting."
 - "I understand why you'd feel that way."
 - Then, focus on what you can do to help.

The Power of Words: Turning Barriers into Bridges

Words matter. The way we respond can either close a door or open one. When we use positive, solution-focused language, we demonstrate empathy and commitment to helping.

Avoid Saying

"I don't know."

"I can't."

"They should have..."

"You're not my patient."

Instead, Try Saying

"Let me check and find out for you."

"Let me see what I can do."

"I'm sorry this happened. Let's see how we can make it right."

"I'd be glad to help you."

These small changes show ownership, compassion, and teamwork—core parts of Caring with Purpose. Every word is a chance to reinforce that we're all here to help, not to deflect.

Service Recovery (continued)

Focus on What You Can Do/The Sandwich Technique

No one likes to have a door closed in their face. When someone makes a request you can't immediately fulfill, always try to offer an option. Providing choices gives people a sense of control and shows that you're committed to helping.

This is where the Sandwich Technique comes in:

Start with a commitment to help, provide the information, and finish with a positive alternative.

Example: "I'm glad to help. I can get you in tomorrow morning and will call if we have any cancellations today."

In this example, you've acknowledged their need, committed to helping, and offered a next step. It may not be exactly what they wanted—but you've kept the door open, shown effort, and maintained trust. This approach turns a potential "no" into a "yes—and", leaving the person feeling valued rather than dismissed. Every time we give options, we reinforce that even when limits exist, our willingness to help does not.

When to Involve a Supervisor

Most situations can be resolved by staying calm, listening, and showing empathy. However, there are times when it's best to involve a supervisor right away.

You should escalate the situation when:

- The customer or patient becomes extremely agitated or upset.
- The person asks questions you cannot confidently or appropriately answer.
- The patient says, "I want to speak with a manager."

When you call a supervisor, stay with the individual until help arrives. Explain that you want to be sure their concern receives full attention.

Example: "I want to make sure you get the best possible assistance. Let me bring in my supervisor so we can address this together."

Remember—staying calm and seeking help when needed shows professionalism, teamwork, and accountability. That's what Caring with Purpose looks like in action.

Every interaction is a chance to make things right.

When we anticipate, acknowledge, apologize, offer alternatives, and amend, we show that caring isn't just what we do—it's who we are.

Remember:

- Stay calm.
- Listen attentively.
- Speak respectfully—watch tone, volume, and pace.
- Apologize and show empathy.
- Focus on what you can do.

Together, let's continue to turn frustration into gratitude and make every experience an example of how we Care with Purpose.

Journey to Excellence

At Sparta Community Hospital, our goal is to provide exceptional care and improve the health of the community, while also reducing the cost of providing that care. We measure and monitor our quality and service metrics, along with panel growth and employee engagement, to make sure that we are providing the best level of service to the greatest number of people that we can. If the Final LEM Score for FY26 is a 3 or greater, all employees will receive a bonus!

Goal: ≥ 3 Current: 2.65

