



NATIONAL RURAL HEALTH RESOURCE CENTER

HOSPITAL SPOTLIGHT

Bacon County Hospital Advances Toward Population Health

[Bacon County Hospital and Health System](#) (BCHHS) is a 25-bed, general, acute care hospital (STAH) in Alma, Georgia. In 2018, BCHHS was selected for a [Small Rural Hospital Transition \(SRHT\) Project](#) Financial and Operational (FOA) Assessment.

BCHHS Reports Positive Outcomes Within 12 Months

- They have surpassed their goal to increase point-of-service (POS) collections to \$1 million and are currently at \$1.3 million
- Three primary care physicians (PCP) will be added, including one PCP they put through medical school
- BCHHS was recognized as an “Exemplar Practice” and presented at the 2019 CMS Quality Conference. They were also named a Top 10 Hospital through the Georgia Hospital Association because of zero harm to patients. Their HCAHPS revealed 88% would recommend the hospital.
- A marketing consultant joined the hospital and they created a branding team of staff to be champions of the recently updated strategic plan
- Several directors have already earned their LEAN green belt, with the goal is to have every director certified

Top Accomplishments

- **Community Partnerships:** Nearly 100 community leaders gathered to give input on improving access to care. This consistent engagement has led to more successful meetings to address community concerns such as occupational health and better serving the Hispanic population. The hospital is also partnering with the local schools to improve access to pediatricians.
- **Transparency & Communication:** BCHHS surpassed their goal to increase upfront POS collections by implementing discounts when patients pay their total bill upfront, training staff about collecting deductibles, and directing ED patients back to the business office after receiving care. Teams worked to decrease denials and days in accounts receivable.
- **Wellness:** SRHT was combined with other projects such as CATAPULT, a GA DPH initiative aimed at implementing the CDC’s National Diabetes Prevention Program. All projects strategically lead to population health by providing the community with tools they need to take care of their health.

“[The project] brought more awareness of how we can leave the four walls of the hospital and go into the community to impact a population. We are focusing on employees as a piece of population health management.”