



# NATIONAL RURAL HEALTH RESOURCE CENTER

## HOSPITAL SPOTLIGHT

### Medical Center Barbour Reduces Readmission Rates

[Medical Center Barbour](#) (MCB) is a prospective payment system (PPS) hospital located in Eufaula, Alabama and has been affiliated with Southeast Alabama Medical Center (SAMC) for 9 years. **Ralph Clark, CEO** shares in his website message, "At Medical Center Barbour, we understand the importance of being your neighborhood hospital. We sincerely want to be, as our slogan says, 'Here for you.'" In 2016, MCB was selected by the [Small Rural Hospital Transition \(SRHT\)](#) and supported with a Quality of Care and Transition of Care Project. The quality project provides guidance to hospitals for initiating community care coordination activities to support future population health management.

### MCB Reports Positive Outcomes Within 9 Months

- Decreased readmissions from 11.8% to a recent low of 8%
- Improved communication among staff and patients
- Created a smoother discharge process
- Received an "A" rating on Leapfrog
- Received "Outstanding Patient Experience" award for 2017 from Healthgrades

### Top Accomplishments

MCB created a **care transitions nurse position** to build a stronger and more effective transition from hospital to home for the patients. This nurse focuses on providing patient education at admission and throughout the stay. This has led to:

- Smoother patient education because the same nurse works the patient and knows the patient's learning style and needs
- Stronger relationships with patient families who are often assisting patient in the transition of care
- An identified staff member to complete weekend discharges

MCB publicly posts HCAHPS scores in all departments to raise employee and visitor awareness of the [quality of care](#) provided to patients. Staff that do not have direct patient care responsibilities are educated about ways they also impact the patient experience. MCB has worked diligently to implement strategies such as nurse teach back, bedside shift report and continued recognition of staff excellence through "shout out" boards that post thank-you cards and letters from patients.

*"Staff are more aware of how quality impacts patient experience and in turn, reimbursement. It's not just about being busy."* Ralph Clark, MCB Chief Executive Officer