



NATIONAL RURAL HEALTH RESOURCE CENTER

HOSPITAL SPOTLIGHT

Coteau des Prairies Keeping Services Close to Home

[Coteau des Prairies Health System](#) (CDP) is a 25-bed, not-for-profit Critical Access Hospital (CAH), providing acute care, swing bed, primary care, emergency medicine, surgery, rehabilitation therapies, imaging, lab, nutrition and pharmacy services to the residents of Sisseton, South Dakota and surrounding communities. Their mission is to provide “Quality Care with a Personal Touch, Close to Home.” In 2016, they were supported by the [Small Rural Hospital Transition \(SRHT\) Project](#) with a Financial Operational Assessment (FOA). The FOA assesses the hospital’s operations at the department level to establish planning priorities and develop action steps to implement best practices that improve efficiency. The objective is to financially position the hospital for the future.

CDP Reports Continued Accomplishments

CDP’s leadership team met with RHI staff nine and twelve-month post project to discuss their accomplishments. Transitioning from a PPS hospital to a CAH required “re-learning” some processes that would help them in their success. Progress towards program goals continues.

- Revenue cycle management changes included a new co-pay policy and implementation of front-end collections. Gross revenues are beginning to grow.
- Team leaders are now included in oversight of their financials and departmental budgets and receive in-depth training
- CDP is now publicly reporting HCAHPS scores and they are beginning to see improvement
- Medical executive committee was created to collaboratively address provider issues
- Emergency department was recently remodeled and CDP is working with providers and the community to better educate them about the options for care
- CDP created a new swing bed marketing strategy resulting in an average daily census of 4.6, surpassing their goal of 4
- Outpatient market share is increasing with the addition of a full-time general surgeon, ear/nose/throat specialist and ophthalmology. They are considering the addition of oncology and sports medicine.

As a result of this project, leadership notes that staff is more aware of ways they impact the financial success of the hospital, increased trust of the new leadership team and there is improved communication and problem solving.

(We are) “realizing changes (in health care) are not just a trend so it’s sticking around. CDP is now being more proactive instead of reactive. We are doing better with benchmarks.”—Michael Coyle, CDP Chief Executive Officer