Delta Memorial Hospital

DUMAS, AR
Hospital/Clinic Sharing: Key Recommendations and Current Action Steps

- **Revenue Cycle Performance Improvement**
  - Review current POS collections policies and revise if needed
  - Education facility-wide and community wide on POS collections (develop script for staff)
  - Develop and streamline pre-registration and scheduling process to improve efficiency
  - Develop new dashboard with KPIs/targets and incorporate into current Revenue Cycle meetings and also QI dashboard

- **Elevate the swing bed program as strategic priority by targeting ADC of 4**
  - Put together a taskforce to specifically focused on Swingbed utilization
  - Identify clinical referral sources
  - Develop marketing materials
  - Work with marketing team to actively promote swingbed service
Opportunities to grow IP/OP services (OB, Surgery, Ancillary, Clinic, Home Health)
- Work with marketing team to develop materials to promote specified services
- Community outreach
- Re-evaluate need for expanded clinic hours (conduct feasibility analysis)
Hospital/Clinic Sharing: Key Recommendations and Current Action Steps, Again

- Opportunity to improve employee engagement and reduce turnover rate
  - Establish/track turnover rate and add to scorecard
  - Conduct employee satisfaction surveys to identified areas for improvement
  - Training for staff/Leadership development training
  - Annual staff appraisal forms and implement incentive plan based on performance
  - Continue leadership rounding – look at process for areas to improve on
Develop a quality dashboard

- Develop dashboard to include specific measures (HCAHPS, Quality measures, internal department process improvement measures, Financial KPIs, etc.)
- Use continuously within the facility to provide education, staff training, and benchmarking
- Develop version for external customers – easy to read, “tell our story” (where we have been, where we are now, and where we are going)
Hospital/Clinic Sharing: Next Steps to Support Full Implementation

- Work with team to develop timeline for implementation of action items (Strategic plan)
- Leadership training and development
- Continued guidance with implementation of recommendations
- Access to available resources
- Sharing of “Best Practices”
Target Population: Residents age 14 and above with a diagnosis of diabetes

Goal: to reduce HgA1C for anyone within the target population that has an HgA1C over 9%

Implementation Strategies:
- Promote health living and lifestyle choices
- Create and highlight available resources
- Motivate and encourage community participation
<table>
<thead>
<tr>
<th>Promote Healthy Living</th>
<th>Create and highlight available resources</th>
<th>Motivate and encourage community participation**</th>
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</thead>
<tbody>
<tr>
<td>• Advertisements (shoppers guide clarion)                                            • Education of available resources                                                                     • Youth events (competitions/games to promote healthy living)</td>
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<td>• Radio/PSA to educate                                                              • Provide education at DM mtg                                                                          • Community garden</td>
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<td>• Bring education to people (ballgames, community events, etc)                       • Discharge care coordinators at all facilities (that talk to each other daily)                        • Community health coach</td>
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<td>• Promoting ‘well-care’                                                               • “Desha County Lifeline” (detailed resource directory)                                                  • Health fairs &amp; classes</td>
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<td>• Store displays to promote healthy choices                                          • Referring and follow-up                                                                               • Develop diabetes support group</td>
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<td>• Free fruit at grocery stores                                                       • Being available to address questions and concerns                                                     • Community well health initiatives (employers,</td>
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<td>• Encourage participation (patients and caregivers)                                   • Assisting with financial availability (such as filling out forms)                                      • Encourage participation from community groups</td>
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Hospital/Clinic Sharing: CCC Target Population and Implementation Strategies, Again

- **Key community partners**
  - Daughters of Charity
  - Delta Health Services
  - Department of Health
  - Take control
  - City officials
  - Chamber representation

- Employers within the community
- Parental involvement
- County Extension Agency
- Local schools and school Nurse
- Clergy
- Coaches