



# 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

# Hospital/Clinic Sharing: Key Recommendations and Current Action Steps, Continued

- ▶ 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

# Hospital/Clinic Sharing: Key Recommendations and Current Action Steps, Once More

- ▶ 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”

# Hospital/Clinic Sharing: CCC Target Population and Implementation Strategies

- ▶ 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

# Hospital/Clinic Sharing: CCC Target Population and Implementation Strategies, Continued

Promote Healthy Living	Create and highlight available resources	Motivate and encourage community participation**
<ul style="list-style-type: none"><li>• Advertisements (shoppers guide clarion)</li><li>• Radio/PSA to educate</li><li>• Bring education to people (ballgames, community events, etc)</li><li>• Promoting 'well-care'</li><li>• Store displays to promote healthy choices</li><li>• Free fruit at grocery stores</li><li>• Encourage participation (patients and caregivers)</li></ul>	<ul style="list-style-type: none"><li>• Education of available resources</li><li>• Provide education at DM mtg</li><li>• Discharge care coordinators at all facilities (that talk to each other daily)</li><li>• "Desha County Lifeline" (detailed resource directory)</li><li>• Referring and follow-up</li><li>• Being available to address questions and concerns</li><li>• Assisting with financial availability (such as filling out forms)</li></ul>	<ul style="list-style-type: none"><li>• Youth events (competitions/games to promote healthy living)</li><li>• Community garden</li><li>• Community health coach</li><li>• Health fairs &amp; classes</li><li>• Develop diabetes support group</li><li>• Community well health initiatives (employers,</li><li>• Encourage participation from community groups</li></ul>



# 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