



# Drew Memorial Health System

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

- ▶ **Become 5-Star Health System:** Implementation of leadership & department rounding for patients. Define criteria & develop script. Complete employee satisfaction assessment. Create a letter for discharge folder explaining survey.
- ▶ **Increase Inpatient & Outpatient Volume:** Grow & target OB services, by promotion of Miracle Hour & marketing surrounding areas. Establish satellite clinics. Recruit general surgeon, ENT, & orthopedic to increase inpatient surgery. Purchase new MRI. Promote therapy services to area providers.
- ▶ **Improve Discharge Planning:** Pharmacy to provide medication counseling. Implement New Meds on white boards. Have Home Health visit with patient at bedside before discharge.
- ▶ **Increase Swing Bed Volume:** Educate staff on SB & develop a marketing brochure. Educate patient & track those patients who have transferred to another facility that they can return to DMHS SB.

# Hospital/Clinic Sharing: Next Steps to Support Full Implementation

- ▶ **Becoming 5 Star Health System:** We have initiated a monthly meeting the second Thursday of every month. Employee satisfaction evaluations will be completed by end of September. QI & marketing created a letter for discharge packet explaining HCAHPS survey and support information.
- ▶ **Increase Inpatient & Outpatient Services:** Currently scoping areas for expanding clinics in surrounding areas in need of OB services. We have signed a letter of intent with a new surgeon, waiting on his AR licenses. We are also in talks with ENT & Orthopedic requirement services. On-site visit for MRI demos has been scheduled.
- ▶ **Improve Discharge Planning:** Bedside & video training on a select population of patients for medication education. Use our white boards to keep both patient & staff informed of new meds. By educating patient on home health services before discharge, better compliance & revenue.
- ▶ **Increase Swing Bed Volume:** Currently our discharge planner is educating staff on SB. Marketing is promoting this services to area providers. Corporate Compliance is tracking patients who are transferred, with follow up calls & letters.

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

- ▶ **Target Population:** Adult and Geriatric mental health disorders, specifically a period of at least 2 weeks in the past year when an individual experienced a depressed mood, loss of interest, or pleasure in daily activities
- ▶ **Goal:** To increase education & access to mental health services in Drew County and surrounding areas. To increase transitions from one mental health service to the next for Drew County and surround areas. Medication Assistance – (time issue, non-compliance)
- ▶ **Strategies:** Create a Central Resource Directory/Online. Provide Additional Mental Health Services. Implement Awareness Campaign (ARHP). Coordinate Care Upon Discharge