



NATIONAL RURAL HEALTH RESOURCE CENTER

HOSPITAL SPOTLIGHT

Evergreen Medical Center Remains Committed to Quality Care

[Evergreen Medical Center](#) (EMC) is a 44-bed short-term acute care hospital (STAH) in Evergreen, Alabama. In 2017, EMC was selected by the [Small Rural Hospital Transition \(SRHT\) Project](#) 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.

EMC Reports Positive Outcomes Within 12 Months

- HCAHPS measure continues to hold at 89.9% for “patients who reported that YES, they were given information about what to do during their recovery at home”
- EMC surpassed their goal of 54thile and is currently at 54.89thile for “patients who strongly agree they understood their care when they left the hospital”
- While not meeting their readmission rate goal to be below 14%, EMC does report improvement in their two most common readmission diagnoses.
 - Pre-project data for heart failure decreased from 24.4% to 20.8, tracking below the state average of 21.6%
 - For COPD, readmission rate decreased from 20.1% to 19.3%, again below the state average 19.8%

Top Accomplishments

- **Patient Experience:** Education for staff and more staff involvement with new admissions and posting satisfaction scores in shared areas. They created a committee to address HCAHPs issues. With the intention of partnering with the community, they invite customers to attend the customer service meetings to provide input.
- **Clinical Documentation:** Training for providers and creation of a guide that identifies words to prompt the provider to document the type of heart failure. Tip sheets were also created to assist in the appropriate patient placement for inpatient versus observation.
- **Transition of Care:** Implemented discharge follow up calls at 24-48 hours identifying concerning issues quickly and cases when a patient forgot an appointment or what they needed to do for home care. They plan to create classes to further reinforce the importance of diet, exercise and medication; creating magnets for a hotline number that patients can call post-discharge to get information; and exploring partnering with a community member to provide additional patient education prior to the busiest discharge days.

“While perhaps not a first adopter, EMC is more prepared and ready for our future environment.”
Melissa Dunn, EMC Chief Operating Officer