



CRITICAL ACCESS HOSPITAL RECOGNITION: FY2016 INNOVATION IN CARE COORDINATION

Good Shepherd Medical Center

Hermiston, Oregon

[Good Shepherd Medical Center \(GSMC\)](#), located in Hermiston, Oregon, implemented an immensely successful care coordination program, called Healthy Living Communities, to help senior citizens live healthy lives in the community. The Health Living Communities program staff, including nurses and community health workers (CHWs), masterfully connected community resources with health care teams.



The Education Department at Good Shepherd Medical Center.

Positive Outcomes

- Implemented technological innovations for multidisciplinary referral and care plan process
- Established multidisciplinary team meetings to involve patients in developing care plans
- Increased participation in Healthy Living Communities resulting in increased staffing, including a Care Transition RN and Senior Services Coordinator
- 8% reduction of Emergency Department (ED) use among high-risk community members after utilizing CHW in ConneXions program

Top Accomplishments

The care coordination program made innovative use of technology in conjunction with the new multidisciplinary referral and care plan process. GSMC worked with their information technology team to ensure that CHWs were notified when a high-risk patient visited the ED. Because the CHW program is based in GSMC's Education Department, CHWs immediately walked over to the ED and visited with the patient, completed a bedside assessment and initiated interventions. This project has been successful in large part due to the leadership and support provided by the dedicated staff of Good Shepherd Medical Center.