



# Iron County Medical Center

PILOT KNOB, MO

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

- ▶ Consolidation of PB-RHC w/ Specialty Clinic
  - ▶ Full Mechanical, Electrical and Plumbing plans being finalized and shared with the State for approval.
  - ▶ Added additional hours to our RHC in effort to increase access.
- ▶ EMR
  - ▶ Move to Athena now complete. Continue to work through a variety of optimizations post implementation.
- ▶ Evaluating Specialty Clinic Contribution Margins
  - ▶ Moving forward with program modifications to maximize cost/benefit to Community and Hospital.

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

- ▶ Inpatient Services Growth
  - ▶ Working with our new ER Providers on admission criteria guidelines and admission rates
    - ▶ ED is using KPI's including HCAHPS scores to drive performance and patient satisfaction
  - ▶ Established direct contracting with ER providers for substantial savings to ICMC
  - ▶ Case Manager has established relationships and continues outreach with area hospitals to ensure we receive swing bed patients when available.
    - ▶ Aiming for ADC of 4.0 SB by year end.

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

## ▶ Quality Improvement

- ▶ Focus on Organization Wide Culture of Quality and Safety
  - ▶ ICMC received two HIIN Quality Convening Awards in May 2018:
    - ▶ Most Zero Harm Measures Award
    - ▶ Top 10 Greatest Percentage of Improvement Award

## ▶ Cost Report

- ▶ Established new procedures for bad debts and changing vendors for bad debt collections and early out.
- ▶ Correcting S-10 Worksheet and RHC Provider FTE

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

- ▶ Revenue Cycle
  - ▶ Completed Contract Negotiations with Commercial Payers resulting in substantial increase in payments.
  - ▶ Focusing on Patient Registration training and education with best practices.
- ▶ Management Accounting
  - ▶ Engaged assistance of CLA Accountants to develop initial full department-level budget that ties to our GL accounts.
- ▶ Marketing
  - ▶ Continue to increase Marketing of Services through local paper, radio, billboards, signage, etc. to drive community awareness

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

- ▶ Overall continue to work through the recommendations one at a time to ensure ICMC moves to best practices and takes full advantage of the FOA.
- ▶ Next priorities
  - ▶ Work with Managers to establish ownership of department level budgets
  - ▶ Continue to work on increasing appropriate admissions & SB's to increase to an ADC at end of FY19 of 6.0
  - ▶ Reach out and establish care protocols with service area providers
  - ▶ Complete the RHC move inhouse to combine with Specialty Clinic
  - ▶ Continue to pursue ACO model opportunities

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

- ▶ Next priorities (cont):
  - ▶ Increased focus on developing the culture of Quality
    - ▶ Implementation of Studor principles and other best practices
    - ▶ Increasing ability for accurate measurement and reporting of KPIs throughout organization

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

- ▶ Target Population: Smokers ages 40-69 who currently use tobacco daily and who have had at least one visit at an ICMC facility in the last 12 months (keep in mind: less than age 40, pregnant women and those with substance abuse)
- ▶ Project Goal: Reduce current everyday use in the target population by at least 2% within 12 months.
- ▶ Implementation Strategies
  - ▶ Free Smoking Cessation Classes at ICMC
    - ▶ Distributed posters and visited with CJPs
    - ▶ Emailed all CJPs with updates and asking for input & suggestions
  - ▶ Better Breathers Club at ICMC—coming soon!
  - ▶ Resource Directory
    - ▶ CC and CJPs working together to create a comprehensive resource directory