



NATIONAL RURAL HEALTH RESOURCE CENTER

HOSPITAL SPOTLIGHT: MERCY HEALTH - MARCUM AND WALLACE MEMORIAL HOSPITAL INVESTS IN SWING BED PROGRAM

Marcum and Wallace Hospital is a 25-bed, not-for-profit, Critical Access Hospital in Irvine, Kentucky. The Level IV Trauma Center and Accredited Chest Pain Center is the only hospital in a four-county service area. They provide acute care, emergency care, swing bed, rehabilitation therapies, imaging, lab, infusions, nutritional therapy, respiratory therapy, sleep studies, specialty clinics, and primary care through three Rural Health Clinics. Marcum and Wallace Hospital is a part of Bon Secours Mercy Health. In 2017, MWMH 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.

Top Accomplishments

- The leadership team knew they wanted to work on their **swing bed program** to impact their readmission rates. Pre-project, the readmission rate was 14%; they've been able to reduce that to 7.6% currently!
- To increase **internal buy-in and ownership** of their swing bed program, hospital staff suggested names for the swing bed program to make the service less-confusing for patients. They ultimately named their swing bed program "Almost Home Skilled Nursing Care and Rehabilitation". Staff are now more engaged, able to identify swing bed opportunities and are aware of their personal impact on quality scores. Additionally, Marcum and Wallace Hospital adopted processes to work with MCOs to develop criteria and began converting appropriate patients to swing bed.
- To increase **external buy-in and community education** about the swing bed, the hospital increased efforts to educate and promote their services, starting with hiring an experienced liaison. They decided to really focus on promoting their swing bed services with the rebranded name. They're sharing patient stories through social media. They've reached out to case managers and have been presenting about swing bed to community groups. It has been eye-opening to utilize some of the quality data from the program – the swing bed program has a low infection rate, compared to sending the patient to a nursing home with higher infection rates. The swing bed program is getting a very good reputation and Marcum and Wallace Hospital is considering growing the program to work with trauma patients in the future. They have worked with tertiary centers to look for every opportunity to provide swing bed as an option for patients who meet the criteria.
- To improve **care management strategies** in their clinics. They have received a HRSA grant that will support implementing a new model to address chronic care. They hope to create a clinic that oversees chronic care issues such as Hepatitis C and COPD.
- To improve their **quality infrastructure**, they've developed a position for a part-time employee to focus on quality initiatives.