



NATIONAL RURAL HEALTH RESOURCE CENTER

HOSPITAL SPOTLIGHT

Monroe County Hospital Achieving Outcomes

[Monroe County Hospital](#) (MCH), located in Monroeville, Alabama, is a prospective payment system (PPS) hospital with 35 staffed beds. Their motto is “Caring for our community close to home.” In 2016, they were supported by the [Small Rural Hospital Transition \(SRHT\) Project](#) 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.

MCH Reports Positive Outcomes Within 9 Months

- Decreased readmissions from 14.3% to 12.6%
- Increased HCAHPS discharge planning scores from 86% to 91% (AL 86%; National 87%)
- Increased HCAHPS care transition scores from 49% to 52% (AL 51%; National 52%)
- Increased clean claims to nearly 100% and have not received any denials
- Increased staff awareness for a culture of safety

Top Accomplishments

The project assisted MCH with building a strong and effective transition from hospital to home for the patients, which has positively impacted preventable readmissions. Accomplishments that are contributing to this success include:

- A focus on education of not just the patient, but also the family, since they are critical in the care of the patient
- Re-engineering of discharge forms
- Better inclusion of departments such as respiratory in the discharge process
- Collaboration with local pharmacists concerning new or discontinued medications
- Development of a care transition team that includes former patients
- Implementation of bedside reporting

The project enhanced what they were already doing and is assisting MCH to be a strong and viable hospital. “We’ve implemented everything Carla recommended! (The project) forced us to do things we knew we wanted to do.”—Jeffrey Brannon, MCH Chief Executive Officer