



CRITICAL ACCESS HOSPITAL RECOGNITION: FY20 COLLABORATION THROUGH TELEHEALTH

GRANT MEMORIAL HOSPITAL

Petersburg, West Virginia

[Grant Memorial Hospital \(GMH\)](#), located in Petersburg, West Virginia, is one of three critical access hospitals (CAHs) that received national recognition for demonstrating an innovative approach to collaboration through telehealth. They have successfully minimized barriers by connecting rural populations to needed health care in order to address clinical issues and patient needs, as well as provide support, resources, and education.

Positive Outcomes

- Patients now have immediate access to a telemedicine-based physician.
- GMH has helped significantly reduced travel time for patients by creating closer-to-home care. As a result of this, they are seeing increased patient compliance with their health care needs.
- The telebehavioral program has reduced the burdens, challenges, and access barriers for behavioral needs. It has also allowed them to start a collaboration with a local behavioral services organization to provide recovery coaching services in their emergency department (ED). If a patient suffering from substance use disorder presents to their ED, they can connect the patient with a recovery coach and a psychiatrist over telemedicine to discuss recovery need options for the patient.
- All listed initiatives have helped reduced costs for avoiding ED visits.

Top Accomplishments

As of July 2021, GMH's telemedicine portfolio now includes psychiatry, stroke care, and cardiology. The school-based initiatives provide local students with access to emergency behavioral health care and the cardiology initiatives allow patients to see a doctor on the local campus and get their lab work and cardiac rehab service at the hospital as well. This eliminates long drives to tertiary hospitals and increases compliance to follow up care.

"I am elated the National Rural Health Resource Center recognized us for the work we are doing to improve access to care throughout our five-county service area using telemedicine," said Bob Milvet, Chief Executive Officer at Grant Memorial Hospital. "This recognition is another example of how critical access hospitals like ours are innovative leaders in utilizing technology to bring specialized services to our communities."



Bob Milvet, CEO, Grant Memorial Hospital; Lisa Lewis, Hospital Programs Manager, West Virginia State Office of Rural Health.