



CRITICAL ACCESS HOSPITAL RECOGNITION: FY2019 INNOVATIVE CARE COORDINATION IMPACTING POPULATION HEALTH

Lincoln County Medical Center

Ruidoso, New Mexico

[Lincoln County Medical Center \(LCMC\)](#), located in Ruidoso, New Mexico, was one of only four critical access hospitals (CAH) that earned national recognition for demonstrating innovative care coordination initiatives to improve population health.

Positive Outcomes

- The hospital readmission rate for patients 65 years & older began at 6.5% in 2017, which was below their organization's goal of 5.2%. Through the interventions within this project, the hospital reduced readmissions to 1.3%.
- As a result of the project, LCMC was also named a Quest for Excellence Award winner and Top Hospital for 2019 by the New Mexico Hospital Association.

Top Accomplishments

Increasing the amount of case managers in the Emergency Department provided an opportunity for the case managers to facilitate interventions or set up services that will support the patient, such as home health services or outpatient counseling. Utilizing a patient and family questionnaire helped the clinical team gain an entirely new perspective on various reasons for a particular hospital readmission. It aided in facilitating proper interventions and services that were put in place at the time of discharge. Finally, implementing emergency medical services (EMS) home visits helped facilitate communication and coordination with the patient and families to ensure they had the resources and support they needed to be safe and healthy at home.

"I am incredibly proud of our team for their work on this project," said Todd Oberheu, hospital chief executive. "With this project, they used data to take a close look at the reasons some patients ended up returning to the hospital and took important steps to address them. This is a great example of LCMC's focus on improving the health of our community."