



CRITICAL ACCESS HOSPITAL RECOGNITION: FY2015 INNOVATION IN VALUE-BASED HEALTH CARE MODELS

Pender Memorial Hospital

Burgaw, North Carolina

In conjunction with New Hanover Regional Medical Center (NHRMC), [Pender Memorial Hospital](#), located in Burgaw, North Carolina, successfully implemented the Transitions in Care program. The program is run by the hospital-owned and operated home care agency and provides telehealth for congestive heart failure patients to assist patients with self-managing cardiac disease, reduce readmissions and encourage independent living for seniors.



PMH executives accept CAH Recognition Certificate from the North Carolina Flex Program.

Positive Outcomes

- Successfully implemented a telehealth program as part of an accountable care organization (ACO)
- Telehealth program patients' 30-day readmission rate was half the rate of patients not participating in the telehealth program
- Asked to submit a grant to expand program to additional 300 patients

Top Accomplishments

Pender Memorial Hospital was awarded the certificate based on their innovative use of telehealth in care transitions and discharge planning to reduce readmissions rate for congestive heart failure patients in an isolated rural area of the state. Upon receipt of the award, Ruth Glaser, Pender Memorial Hospital President, stated:

"Our organizational goal is to provide patients with quality care in the most efficient manner, and to provide the essential resources to our community members who often lack the resources and live far from medical care."