



NATIONAL RURAL HEALTH RESOURCE CENTER

HOSPITAL SPOTLIGHT: RUSSELL COUNTY HOSPITAL LISTENS TO THEIR COMMUNITY TO IMPROVE TRANSITIONS OF CARE

Russell County Hospital (RCH), located in Russell Springs, Kentucky, is a 25-bed Critical Access Hospital (CAH) offering cardiac and pulmonary rehab, ICU, swing bed, diagnostic imaging, emergency services, surgical services, sleep lab and wound care. In 2017, RCH was selected by the [Small Rural Hospital Transition \(SRHT\) Project](#) and supported with a Quality of Care and Transition of Care Project. RCH was also previously supported with a Financial Operational Assessment (FOA) project in 2015. The quality project provides guidance to hospitals for initiating community care coordination activities to support future population health management.

RCH Reports Positive Outcomes Within 12 Months

- Increased net patient revenue by nearly \$200k and days cash on hand by 11 days
- Reduced days in net accounts receivable by 9 days (from 44 to 35 days)
- Improved HCAHPS scores for questions on discharge planning from 78% to 81%
- Improved transition of care processes from 81% to 83%
- Improved HCAHPS score for patients who recommend the hospital from 84% to 86%

Top Accomplishments

- **Community Collaboration:** RCH is very involved in community events, strengthening partnerships with local businesses and schools, and held a health fair that involved over 1000 attendees. The CEO has been speaking at townhall meetings to improve community collaboration, listening to the needs of the people, and promoting the services RCH provides. RCH is responding to the health needs of the community and is expanding specialty services and extending clinic hours. Recently, RCH has purchased a second rural health clinic.
- **Patient Satisfaction:** The hospital is doing interior and exterior renovations and built a prayer garden. They are also re-constructing their admissions location and will expand the front of hospital so that patients do not have to come in through the emergency department (ED). RCH also believes that interior/exterior renovations will positively impact HCAHPS scores. RCH has been focusing on ongoing hospital-wide HCAHPS Training which has already impacted HCAHPS scores positively! To improve care coordination, they are sending out reminders to patients about wellness visits. Case managers refer patients to relevant agencies and make sure they have what they need before they go home. They are analyzing data and tracking transfers from emergency department (ED) admissions to see how many of those patients can be seen in the after-hours clinic and that they will staff with nurse practitioners or physician assistants.