



CRITICAL ACCESS HOSPITAL RECOGNITION: FY2019 INNOVATIVE APPROACH TO POST-ACUTE CARE

UPMC COLE – COUDERSPORT, PENNSYLVANIA

[UPMC Cole](#), located in Coudersport, Pennsylvania, is one of three critical access hospitals (CAHs) that received national recognition for demonstrating an innovative approach to post-acute care that supports a patient's continued recovery from illness or management of a chronic illness or disability.

Positive Outcomes

- Continued expansion of palliative care services to include the addition of patients in three local skilled nursing facilities and rehabilitation facilities.
- An overall increase in Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) scores rating of 4 (above average) and willingness to recommend score of 4 (above average).
- Inpatient Palliative Care penetration rates increased from 3.83% in 2018 to 11.55% in Quarter 1 2020.

Top Accomplishments

UPMC Cole developed a robust, innovative palliative care service and appointed physician champions to lead this program to implement palliative services across the continuum of care. Over the past year, palliative care services have grown to become a premier service in UPMC Cole's post-acute care program. Patients and families now receive the support they need when dealing with advanced illnesses. Patients, families, and the community also have expressed appreciation for the program as evident by the increased community support and increased contributions to the hospital's philanthropic unit, the Cole Foundation. UPMC Cole has also seen an increase in patient census requesting specific services from the palliative program to include pain and symptom management, care coordination, emotional support, advanced care planning, and spiritual care.

"An interdisciplinary team, passionate about palliative and end of life care, met routinely to identify service gaps and community needs and formulated concise goals utilizing best practices for end-of-life care," said Timothy Brown, President, Vice President of Operations, UPMC Cole Medical Group. "Kristin Kratzer and Andrea Heller, MD, were appointed to lead this program to implement palliative services across the continuum of care. The team provided community education to ensure that palliative care services did not replace primary care, but rather supported and complemented established and trusted services."