



## CRITICAL ACCESS HOSPITAL RECOGNITION: FY2018 INNOVATIVE TELEHEALTH INITIATIVES IMPACTING POPULATION HEALTH

### Palliative Care with Telehealth Consultation

#### Washington (WA)

Six critical access hospitals (CAHs) in Washington are recognized for an innovative, multi-state, rural palliative care initiative that includes telehealth case consultation with an interdisciplinary team. The initiative also includes one rural prospective payment system hospital.

The six CAHs receiving recognition are Columbia Basin Hospital, Ephrata; Columbia County Health System, Dayton; Jefferson Healthcare, Townsend; Newport Hospital and Health Services, Newport; Pullman Regional Hospital, Pullman; and Whitman Hospital and Medical Center, Colfax.

#### Positive Outcomes

In addition to the participating hospitals, the Washington Rural Palliative Care Initiative includes partners in each community. They partner with quality improvement and evaluation experts to choose, define, and outline measures to satisfy one or more of the following purposes:

- Quality improvement
- Program evaluation
- Knowledge contributions
- Business case

#### Top Accomplishments

- Increased access to palliative care in rural communities to improve patient experience and quality of life.
- Reduced emergency department and inpatient bed use resulting in decreased total cost of care.
- Built skills for existing CAH staff that address a potential workforce issue while having a favorable effect on health care teams.