



# NATIONAL RURAL HEALTH RESOURCE CENTER

## HOSPITAL SPOTLIGHT

### WASHINGTON COUNTY MEMORIAL HOSPITAL IMPROVING PATIENT EXPERIENCE

[Washington County Memorial Hospital](#) (WCMH) is a 25-bed, not-for-profit, Critical Access Hospital (CAH), providing acute care, swing bed, emergency medicine, rehabilitation therapies, imaging, lab, surgical services and primary care to the residents of Potosi, Missouri and surrounding communities. WCMH also operates four rural health clinics (RHCs) and a robust specialty care clinic. In 2017, WCMH was selected by the [Small Rural Hospital Transition \(SRHT\) Project](#) and supported with a Quality of Care and Transition of Care Project. The quality project provides guidance to hospitals for initiating community care coordination activities to support future population health management.

### WCMH Reports Positive Outcomes Within 12 Months

- Completion of Emergency Department Transfer Communication (EDTC) goal was met, moving from 78% to 91%
- “Patients who reported that YES, they were given information about what to do during their recovery at home” goal was met increasing from 82% to 89%
- “Patients who strongly agree they understood their care when they left the hospital” increased from 34% to 44%

### Top Accomplishments

- **Board Education:** the members completed a self-assessment of their knowledge of the future of rural health care. Missouri Hospital Association has education materials called “Govern Well” which will be disseminated on a regular basis.
- **Joint Health Partners:** collaborative meeting includes the FQHC, health department and EMS. The agenda includes a round table about updates on service lines and communication issues among them. The goal is to avoid duplicating resources and to make the most of the services they do have. These groups plan to work together on an upcoming community health needs assessment.
- **Swing Bed:** Information is posted on Facebook, stories and testimonials are published and leadership present at community meetings and church groups when possible. They participated in National Senior Health Day and had booths set up through hospital and scheduled wellness exams. “Eggs and Education” is a monthly breakfast for seniors and includes special speaker.

*This project helped to create more meaningful, soft handoffs for patients that will decrease readmission rates; patients are getting more of what they need. WCMH is part of an ACO so there is focus on wellness and preventative appointments rather than episodic care. This is aligned with the SRHT project goals. Michele Meyer, President*