

Collaboration between Rural Hospitals and FQHCs

Tyler Williams, MHA

Look familiar?



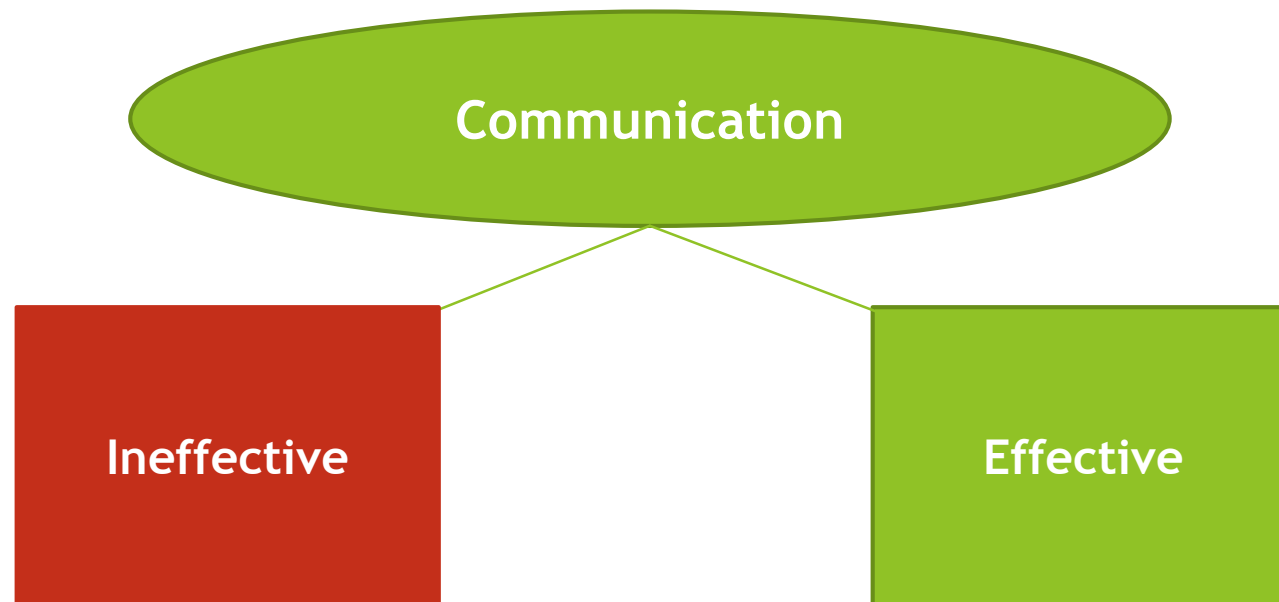
<http://www.industryweek.com/change-management/why-do-silos-form-and-how-can-we-knock-them-down>

Common Variable?

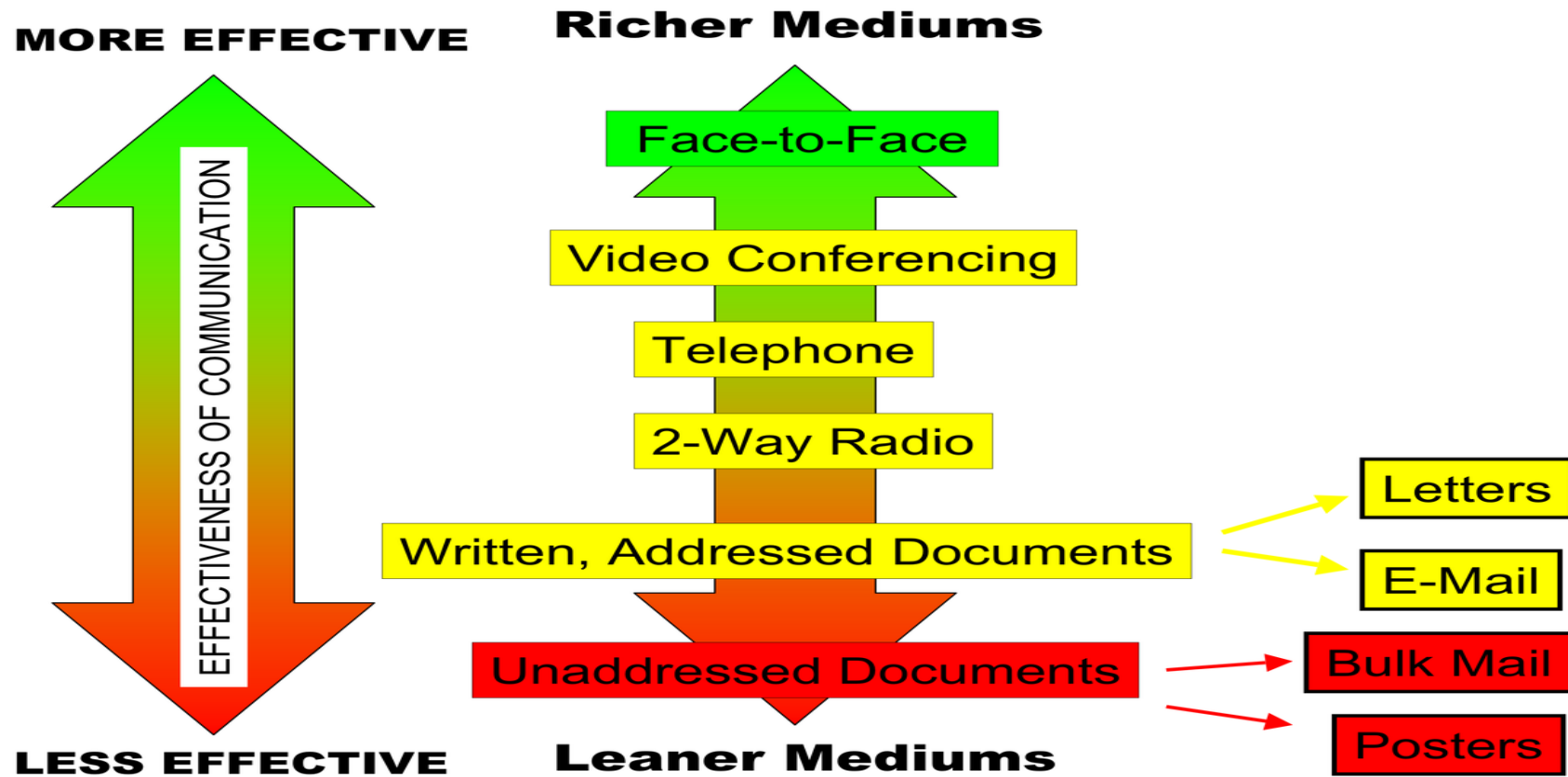


Communicate

- ▶ Opportunities for improvement are endless when you breakdown the silos in any organization/area and explore any and all possibilities for collaboration.
- ▶ Communication plays a key role in this process.



Media Richness Theory



Habersham Medical Center - Overview

- ▶ 53-bed not-for-profit acute care hospital
- ▶ Inpatient/Outpatient services
- ▶ Emergency Department
- ▶ Maternity Care
- ▶ Occupational Health
- ▶ 1 Nursing Homes with 89 beds
- ▶ 1 HomeCare Agency
- ▶ 4 Employed Physicians
- ▶ PrimeCare
- ▶ Physical Rehabilitation
- ▶ Sleep Medicine

Rural Hospital Stabilization Grant

- ▶ Develop a “Hub-and-Spoke” model to help deliver care in rural Georgia.
- ▶ Focus on getting the care in the correct setting.
 - ▶ Right Care, Right Place, Right Time
- ▶ Work on increasing access to primary care.
- ▶ Help cut down on avoidable 30-day hospital readmissions.
- ▶ Look for ways to better manage patients with costly chronic conditions e.g. CHF, COPD, Diabetes, etc.



Change in Vision



- Before the grant, HMC viewed MedLink as a competitor in the market.
- This led to competition and sub-par results for patients.
- Once communication started, it was realized that we had the same goal in mind: The Patient.

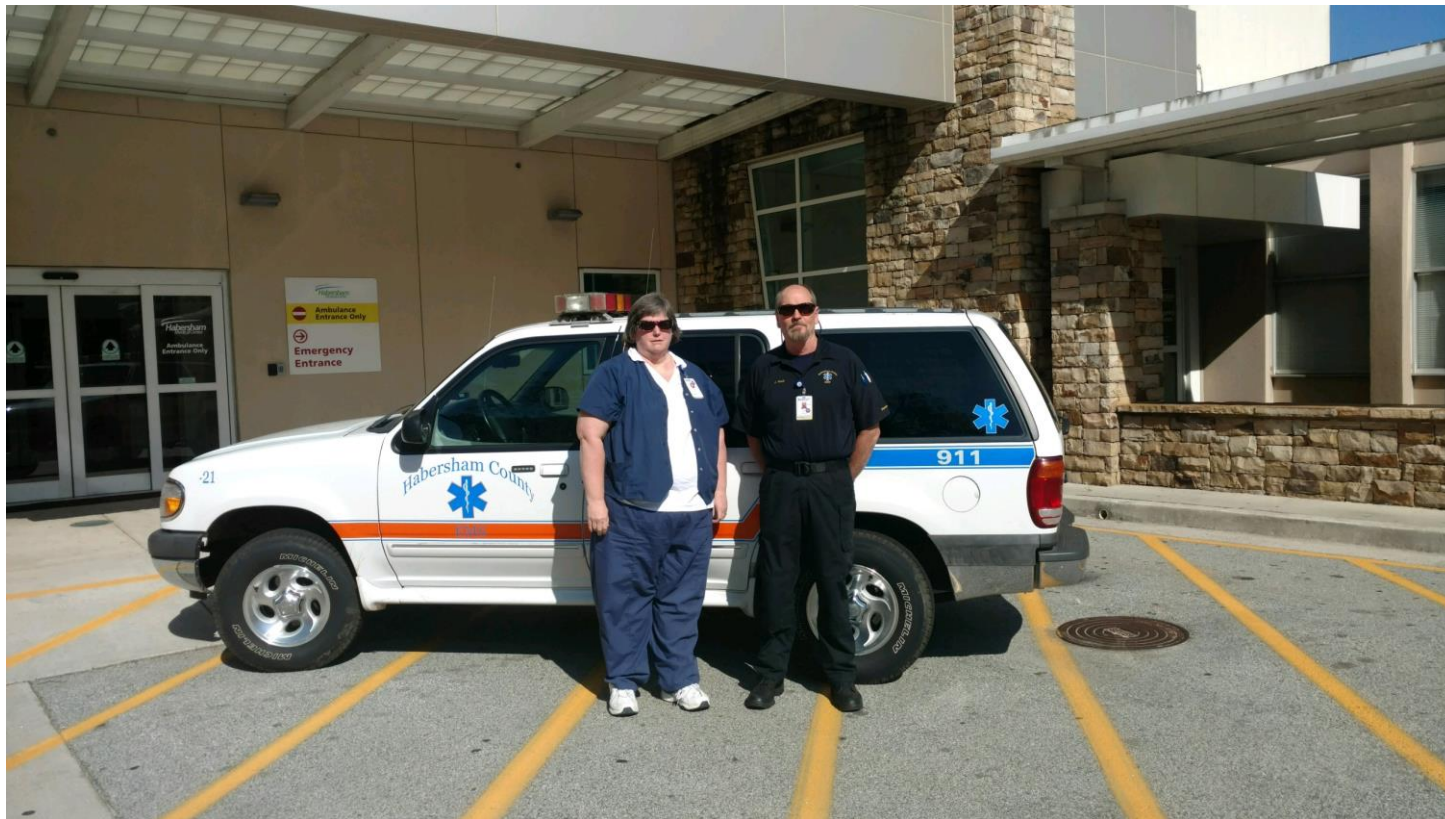
Post-Hospital Visits

- ▶ It is realized that patients who are discharged from HMC have a hard time getting a physician appointment scheduled within the appropriate time after discharge from the hospital.
- ▶ Fall 2016:
 - ▶ Arranged a meeting with MedLink to discuss their volumes and potential to take patients.
 - ▶ Develop a procedure to refer patients to MedLink if the patient currently does not have a PCP.
 - ▶ Educate staff of both organizations the new procedure.

Community Paramedicine

- ▶ February 2017 - HMC forms a Community Paramedicine team.
- ▶ CP Team focuses on taking care of MVP's
 - ▶ Multiple Visit Patients
- ▶ CP Team goes out in the community to take care of patients where they need it most, in the home.
 - ▶ More social medicine than traditional medicine.
- ▶ MedLink is a partner in this program because we help manage their patients.
- ▶ MedLink works with the CP Team to help manage these patients at the correct level, resulting in fewer hospitalizations.

The Team



Telemedicine

- ▶ July 2017
 - ▶ HMC installs Telemedicine equipment in 4 Habersham County Schools.
 - ▶ A provider need was realized.
 - ▶ HMC reaches out to MedLink to see if they are interested in Telemedicine.



Practice Transition

▶ October 2017

- ▶ Communication and a team-based approach lead to the transition of a physician practice from HMC to Medlink.
- ▶ Mt. Yonah Family Practice, a PCMH located in Cleveland GA, will transition to MedLink as of December 1, 2017.
- ▶ HMC realized that MedLink was better at managing Primary Care physicians.
 - Better to transition a practice than to have to close it and lose an access point for those patients.

The Result

- ▶ Better access to care for all the patients of Habersham County.
- ▶ Better health outcomes for individuals shared between the two organizations.
- ▶ Fewer hospitalizations.
- ▶ Fewer ER visits.

Questions?

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