Collaboration between Rural Hospitals and FQHCs

Tyler Williams, MHA
Look familiar?

Common Variable?
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.
Before the grant, HMC viewed MedLink as a competitor in the market. This lead to competition and sub-par results for patients. Once the 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.
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?

Tyler Williams, MHA
Director of RHS Project, Physician Recruitment, Revenue Cycle
Habersham Medical Center
Tyler.Williams@hcmcmcmd.org