



# Habersham Medical Center

- 53-bed not-for-profit acute care hospital
- Inpatient/Outpatient services
- Emergency Department
- Maternity Care
- Occupational Health
- Pain Management
- 2 Nursing Homes
- 1 HomeCare Agency
- 6 Employed Physicians – 4 Physician Practices
- PrimeCare
- Physical Rehabilitation
- Sleep Medicine

# Habersham County Health Data

- Habersham County has 43,996 residents as of July 2015.
- Discharges for 2015:  
2,427 Inpatients  
1,019 Observations.
- ER Visits 2015 – 26,416 visits  
≈\$36,900,000 total charges
- Readmission Rate 2015 – 17.19%
- PCP to Population Ration – 1 to 4,304
- Rate of Uninsured – 29% of adults & 12% of children.
- Diseases of the Respiratory System was highest Major Diagnostic Category behind Maternity Care
- 22% or 5,884 visits were for pediatric patients
- Readmission Penalty 2.8% ≈ \$150,000



# Habersham: ER Screen / PrimeCare Expansion Budget: \$407,950.20

## Major Resources & Activities:

1. Construction in ED and PrimeCare
2. Hire and train additional staff for PrimeCare
3. Develop policies and procedures to medically screen patients who present to the Emergency Department
4. Train existing staff on new policies and procedures

## Targeted Outputs and Outcomes:

Emergency Department Patients will

1. Use the healthcare system more appropriately
2. Have a reduction in healthcare costs
3. Increase access to care
4. Financial Stability

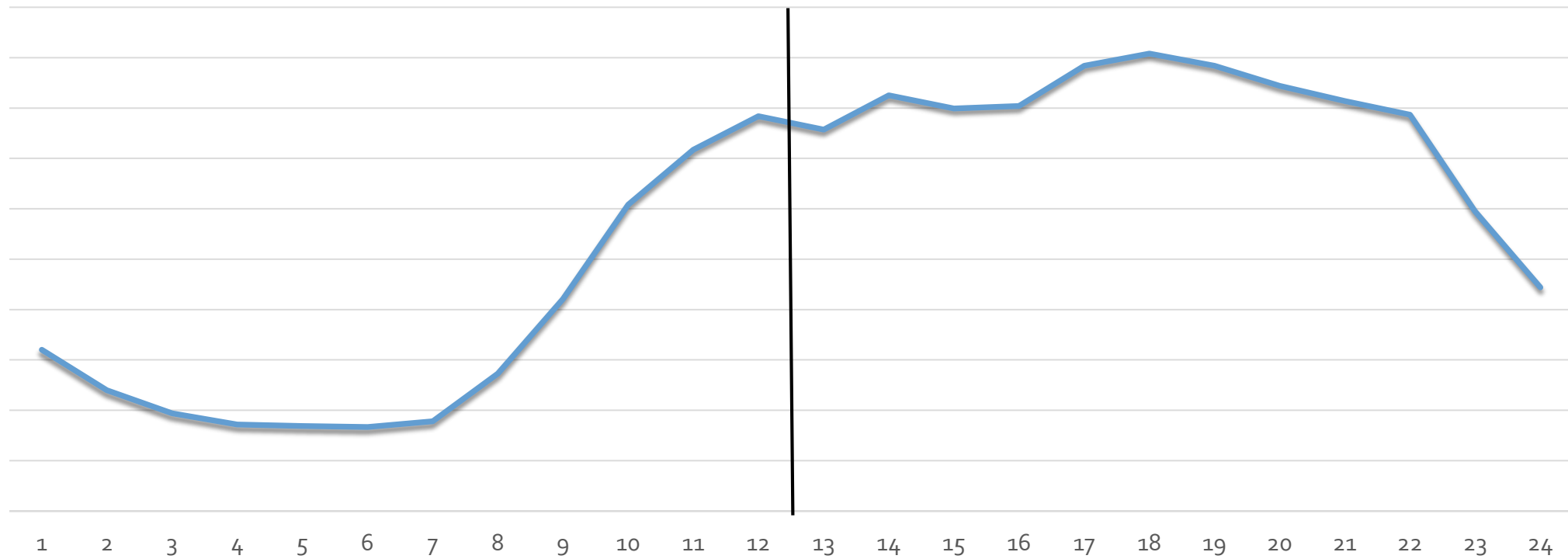
## Performance Measures:

1. Access to care – Inappropriate utilization of ED Care
2. Financial Stabilization
3. Market Share

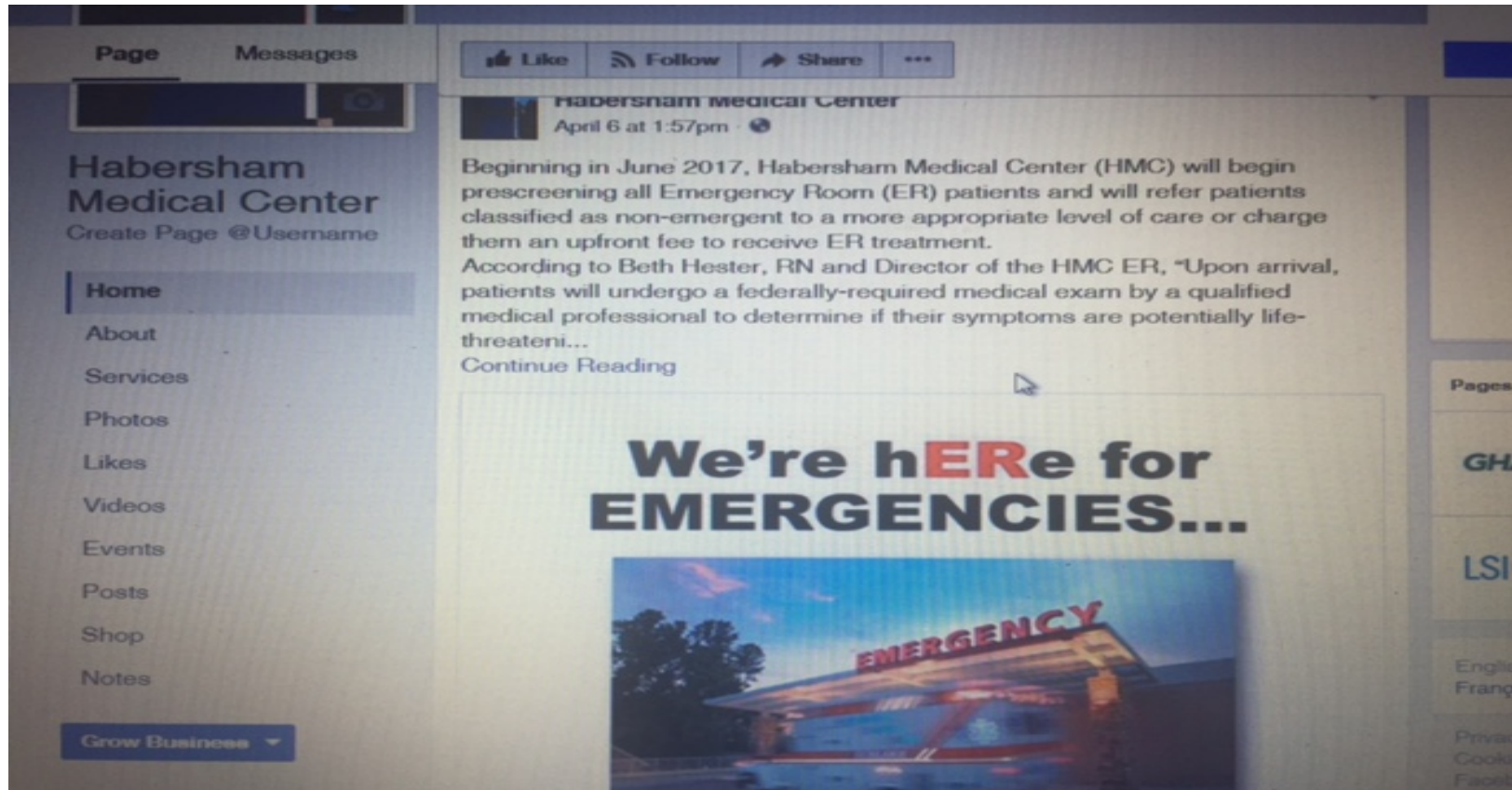


# ER Arrival Times

January 2016 – June 2016



# The Post...



# The Impact...April 6 – 17, 2017

- Number of likes on post – **1,400**
- Number of comments – **315**
- Number of shares – **3,568**
- Number of Page Likes 4/6/17 - **2,079**
- Number of Page Likes 4/17/17 – **2,366**
- Number of people reached – **652,077**
- Post clicks – **85,685**
- Reactions, Comments, Shares – **22,911**
  - Shares – **3,632**
  - Comments – **4,151**
  - Total Likes – **13,085**
  - Photo Likes – **10,157**
  - Link Clicks – **86**
- Emoticons:
  - Love – **1,677**
  - Haha – **45**
  - Wow – **310**
  - Sad – **8**
  - Angry – **24**





# ER Medical Screening Results

## 2016 ER Visits

- June – 2199 Visits
- July – 2133 Visits
- August – 2319 Visits
- September – 2199 Visits

## 2017 ER Visits

- June – 1975 Visits
- July – 1946 Visits
- August – 1930 Visits
- September – 1949 Visits

**11.86% Overall Reduction**

# Financial Results

- Year Goal : Reduce Charges by \$1,000,000.
- June 17 – September 17 cost reduction:  
\$731,215.95.
- This is a 6.21% reduction in charges for 4 months.

# PrimeCare Visits

## 2016

- June – 244 Visits
  - 20 Walk-In Patients
- July – 275 Visits
  - 8 Walk-In Patients
- August – 245 Visits
  - 40 Walk-In Patients
- September – 159 Visits
  - 17 Walk-In Patients

## 2017

- June – 299 Visits
  - 82 Walk-In Patients
- July – 381 Visits
  - 110 Walk-In Patients
- August – 444 Visits
  - 130 Walk-In Patients
- September – 275 Visits
  - 125 Walk-In Patients

# Habersham: Telemedicine    Budget: \$215,794.00

## Major Resources & Activities:

1. Install telemedicine in schools
2. Install telemedicine in ambulances
3. Install telemedicine in hospital
4. Develop provider networks
5. Train staff on use of telemedicine



## Targeted Outputs and Outcomes:

1. Percentage reduction in number of pediatric visits to ED
2. Percentage reduction in non-emergent transports to ED
3. Percentage reduction in 1013 mental health hold times
4. Percentage reduction in readmission rate
5. Increase market share for MFM patients

## Performance Measures:

1. Access to care – Inappropriate utilization of ED Care
2. Readmission Reduction
3. Market Share
4. Mental Health

# Telemedicine Training



## Habersham: 340B Pharmacy Program

Budget: \$181,452.60

### Major Resources & Activities:

1. Licensure and Accreditation
2. Installation of hardware and software
3. Reconfigure current pharmacy space
4. Develop policies and procedures for new program
5. Hire and train additional staff

### Targeted Outputs and Outcomes:

1. Percentage reduction in the number of hospital readmissions
2. Percentage reduction in the number of patients who do not get their medications
3. Increase HCAHPS Scores for hospital inpatients
4. Percentage reduction in preventable hospital stays due to medication non-compliance

### Performance Measures:

1. Readmission Reduction
2. Access to Care – Potentially Preventable Hospital Stays
3. Improved Fidelity – HCAHPS Scores



# Habersham: Community Paramedicine

Budget: \$134,803.20

## Major Resources & Activities:

1. Hire experienced paramedic and case manager RN to be Community Paramedicine team
2. Define patient populations and cohorts to be seen by community paramedicine
3. Educate community residents and community partners on the use of the community paramedicine program.



## Targeted Outputs and Outcomes:

1. Percentage reduction in readmission rates
2. Percentage reduction in non-emergent ER visits
3. Increase HCAHPS scores for Habersham Medical Center
4. Increase health literacy for patients in the cohort
5. Increase financial stability

## Performance Measures:

1. Access to care – Inappropriate utilization of ED Care
2. Financial Stabilization
3. Monitor of chronically ill patients
4. Readmission Reduction



# Day One – February 20, 2017





April 21, 2017



# Frequent EMS Flyers

	04/01/2016 - 03/31/2017			04/01/2017 - 08/28/2017		
	Total Responses	Transports	Average Per Month	Total Responses	Transports	Average Per Month
PT 1	37	27	3.08	3	3	0.75
PT 2	12	9	1	1	1	0.25
PT 3	8	6	0.66	1	1	0.25
PT 4	8	8	0.66	0	0	0
PT 5	7	4	0.58	1	1	0.25
	72	54		6	6	

# Thank You!

- This project is supported by the Georgia Department of Community Health (DCH) State Office of Rural Health (SORH) Rural Hospital Stabilization grant number 17032G.

