

Piedmont Athens Regional saves \$298,523 by improving its acute episode-to-clinic transition process

Piedmont Athens Regional Augusta, GA

Piedmont Athens Regional Medical Center is a 360-bed non-profit hospital and regional referral center serving a 17-county service area in Athens and northeast Georgia. They offer a Level 2 Trauma Center and Level 3 Neonatal Intensive Care Unit, urgent care centers, and an extensive network of respected physicians, surgeons and specialists.

“In addition to participating in Vizient’s national Care Continuum from Acute Episode-to-Clinic collaborative, having regional support from Vizient MidSouth helped us stay focused on best practices and also held us accountable to implementation time lines.”

Janet Strnad, RN
Supervisor of Patient Care Coordination
Piedmont Athens Regional

Challenge

Piedmont Athens Regional wanted to improve their post-acute follow-up care and also focus on the transition from the hospital to their community care clinic.

After conducting a gap analysis, they discovered they could improve in the areas of after-hours appointment scheduling, ED care management strategy, underutilization of their community care clinic, accurate patient contact information, identifying readmissions in the emergency department, centralized scheduling and post-discharge home follow up.

Solution

- Implement a clinic appointment hotline with messaging capability for evening and weekend calls
- Clinic appointments would be made with the same resident (or team) who followed the patient in acute care
- Residents would make clinic transition of care calls
- A care management team would be established in the emergency department

Results

Even with other challenges such as staff changes, a long flu season, record high census, plans for an EMR change, data acquisition and multiple data systems, Piedmont Athens Regional still made the following improvements:

- High complexity patient follow-up appointments increased by 51 percent
- Moderate complexity patient follow-up appointments increased by 21 percent
- The hospital’s ED 7-day revisit rate decreased by 10 percent
- Over 35 unnecessary admissions were avoided
- Accuracy of patient information improved
- A savings of \$298,523 was realized



For more information about our performance improvement collaboratives, contact us today at info@vizientmidsouth.com or (770) 850-7400.

Vizient MidSouth is a membership alliance for not-for-profit health care providers that exists to ensure its members deliver high quality, cost-effective care by connecting them with the knowledge, solutions and expertise that accelerate performance.