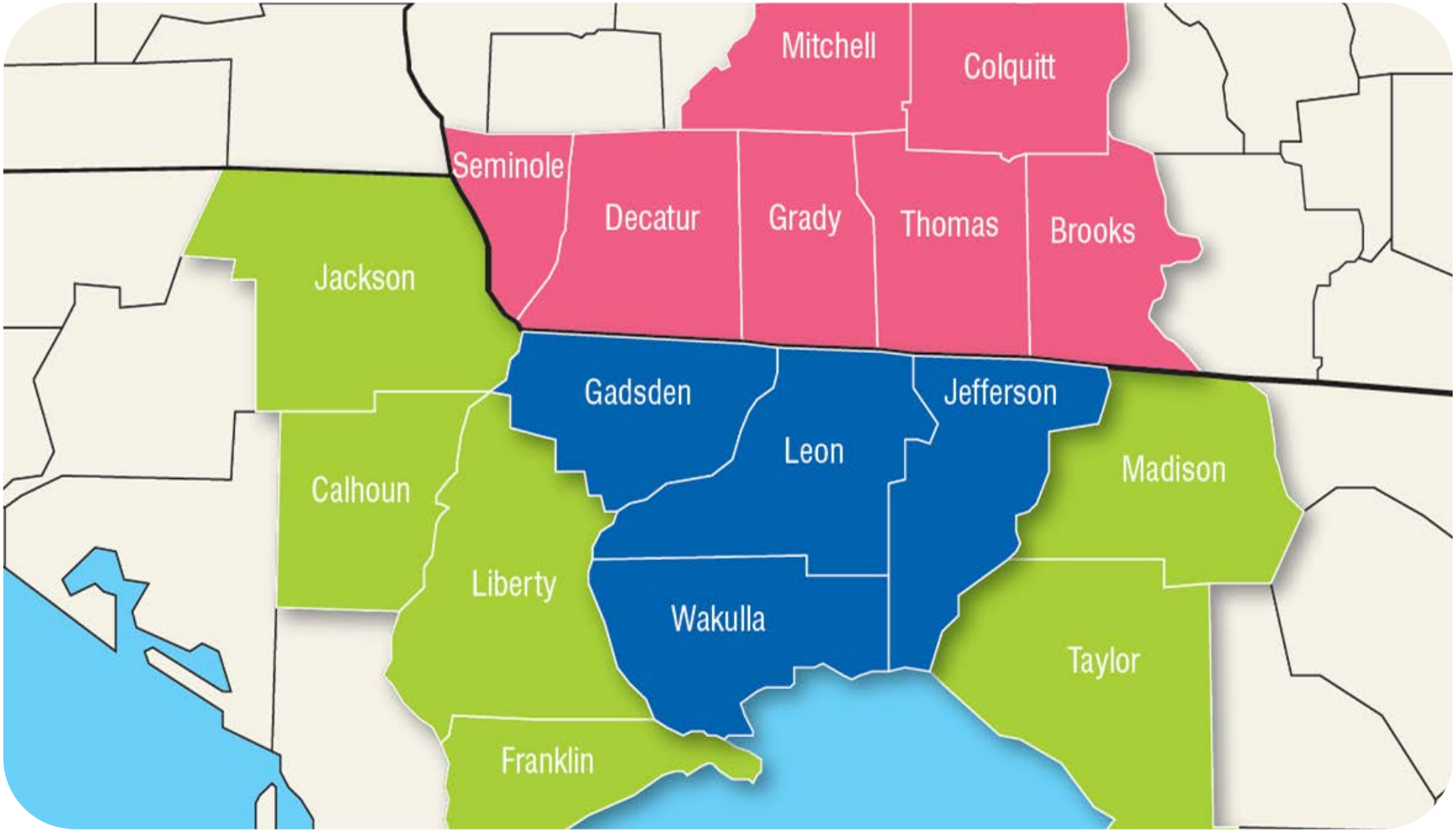
TALLAHASSEE
MEMORIAL
HEALTHCARE

Overview

- 772 beds
- Private, not for profit
- No recurring local tax support for indigent care
- 558 physicians
- 60+ medical specialties
- 40 Adult Intensive Care Beds

Service Area



Capabilities

- Level II Trauma Center
- Level III Newborn Intensive Care Unit
- Specialized Intensive Care Units
- Advanced Endovascular Neuro & Heart Procedures

Community Benefits

Community Benefits

- Charity & Uncompensated Care
  - $20,440,100 at cost
- Medical Education
  - Three physician residency programs
    - Family Medicine
    - Internal Medicine
    - General Surgery
  - Nursing Residency Program
  - Pharmacy Residency Program

Patient Access

Main OR

Outpatient Surgery Center

Red Hills Surgery Center

Patient Location Selection

- Type of Procedure
- Case Complexity
- Support Service Requirements

Efficiencies in Operations

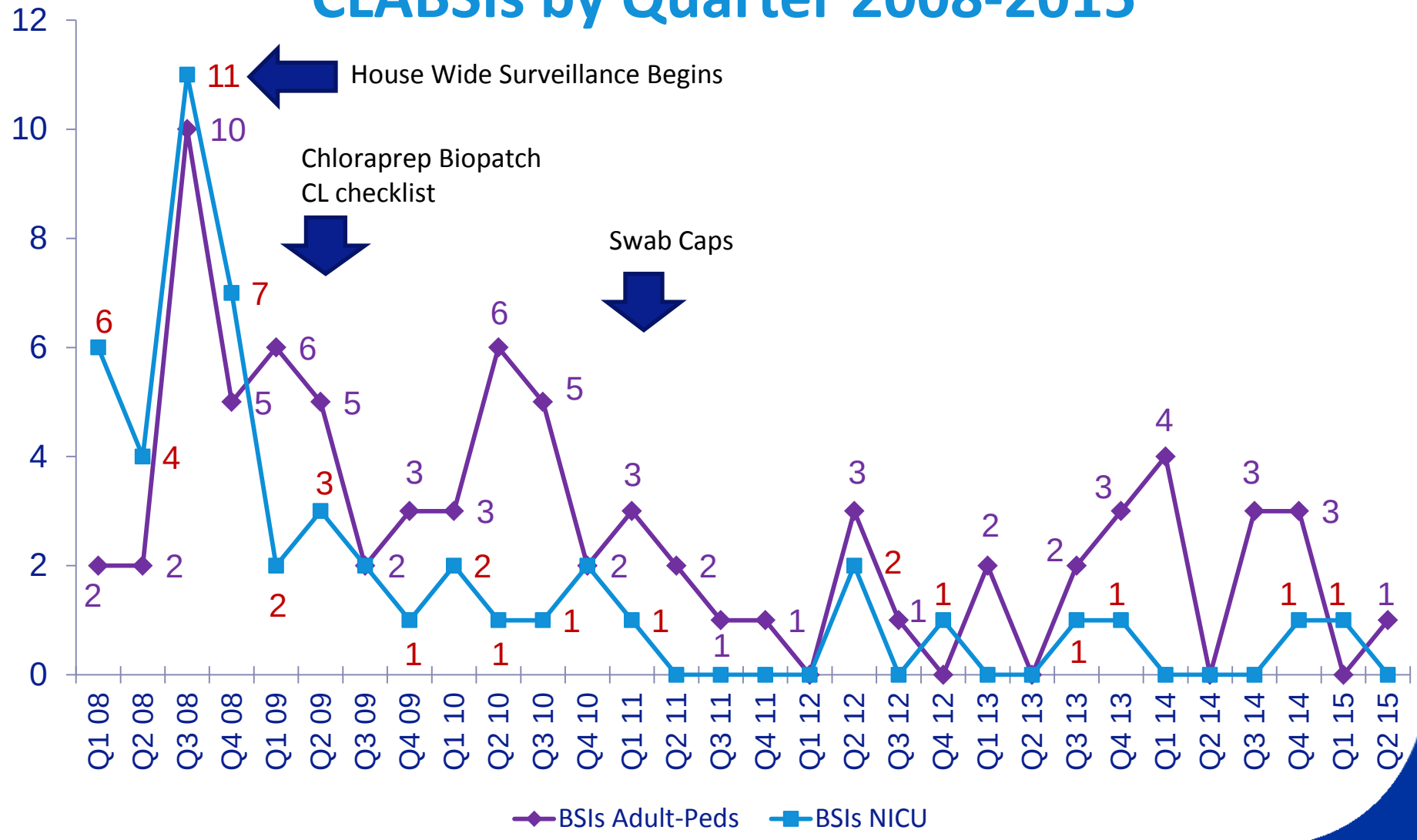
- Administrative Support
- Medical Staff Support
- Avoid Process Duplication

Quality Collaboration: Central Line Infections

- Interdisciplinary Collaboration
  - Physicians
  - Infection Control
  - Organizational Improvement
  - Nursing

Results

CLABSIs by Quarter 2008-2015



Bixler Trauma & Emergency Center

Urgent Care Center

Emergency Center - Northeast

Transition Center

Community Collaboration

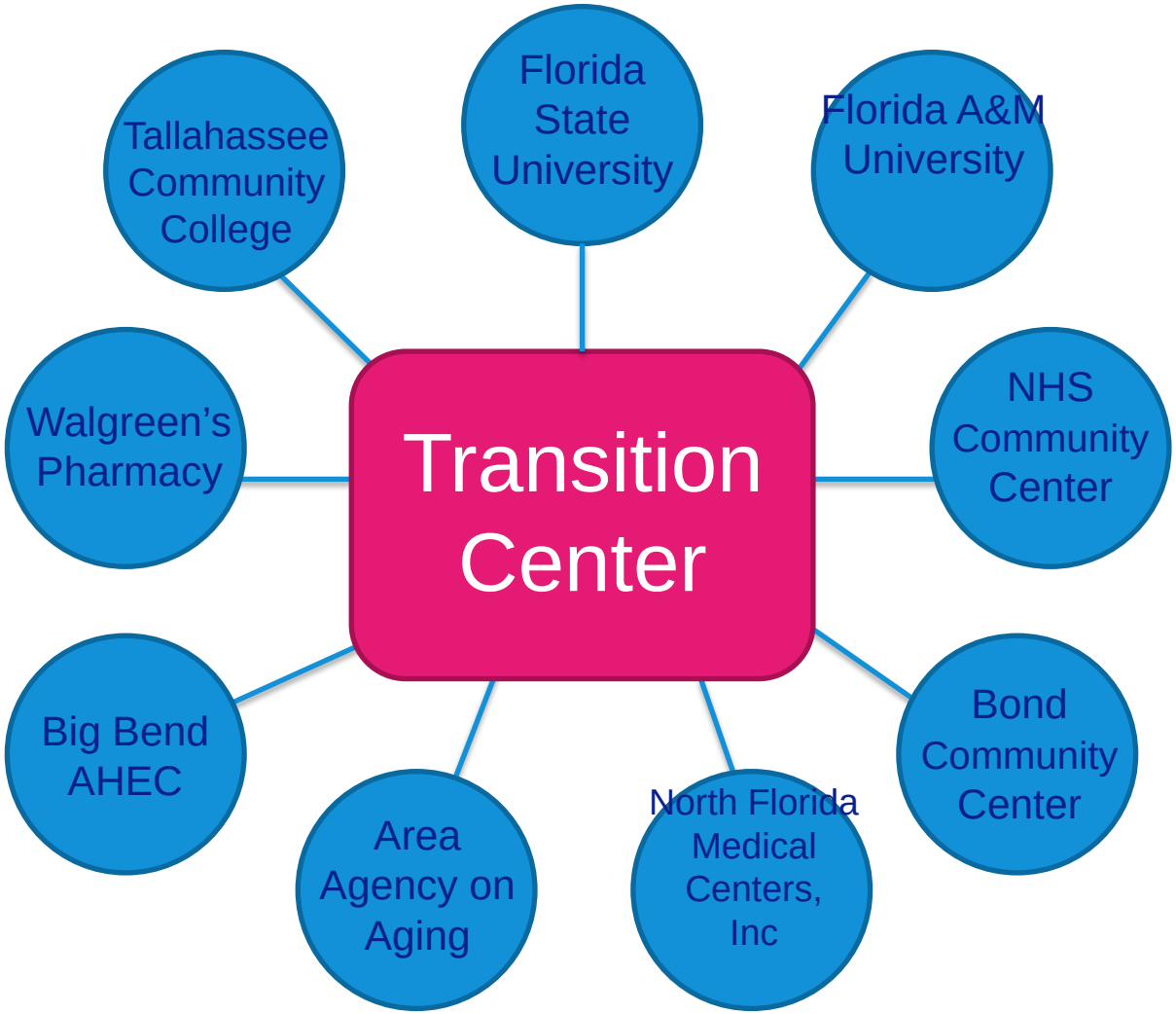
THE COLLEGE OF MEDICINE

TALLAHASSEE MEMORIAL HEALTHCARE

Capital Health PLAN℠

An Independent Licensee of the Blue Cross and Blue Shield Association

Community Partnerships



Transition Center Patients

- Typical Transition Center Referral Candidates:
  - Patients with 3 or more admissions in the past year
  - Patients with no primary care
  - Patients who are not insured
  - Patients with chronic diseases
  - Patients unable to arrange follow up within 7 days of discharge

Transition Center Model

TMH
Hospital ER
or Inpatient Stay

- Case manager identifies patient as high risk for readmission
- Referral is made to the Transition Center
- Contact made with patient within 48 hours

Transition Center

- Simplified care plan developed
- Medication review and follow up plan
- Appointments for appropriate follow up care
- Telephonic calls to remind patient of appts.
- Social work team helps patients apply for benefits/services

Primary Care

- On going care and intervention

Transition Center: Impact

- Reducing visits and costs in first 90 days after discharge
- Total variable cost avoided
  - $273,759

	30 Days After Discharge	90 Days After Discharge
Total Inpatient Visits	-87%	-67%
Total Emergency Dept. Visits	-73%	-53%

TeleHealth

- Telemedicine
  - A system that utilizes technology to deliver quality healthcare in a setting where the physician (or care provider) and patient are in two different locations
- Telemonitoring
  - The use of technology to remotely monitor patients

TeleHealth Goals

- Improve overall health and quality of life for patients
- Increase patient access to primary and specialty care
- Increase efficiencies within the regional health system
- Promote successful transitions in care
- Reduce readmissions and unnecessary transfers to the emergency department

Telemedicine

- Telemedicine does not change the way providers care for patients, but changes the delivery method for communication

Telemedicine Equipment

Telemedicine

- Expansion of Behavioral Health Services to Rural Communities
- Partnership with Primary Care Providers
- Rural Emergency Department Baker Act Evaluations
- Outpatient Follow-up

Telemedicine

- Services to Rural Hospital Partners
  - Doctors' Memorial Hospital in Perry, FL
    - Psychiatry, Dietary, Specialists, Transfers

Telemedicine

- Specialty Consults
- Expanding Transitional Care Services
- Residency Program Training

Telemedicine

- Reducing unnecessary readmissions and visits to the emergency department by connecting medical directors to LTC/SNFs/rehab facilities
- Benefits
  - Reduced transfers costs
  - Increased patient safety
  - Increased patient satisfaction
  - Increased provider satisfaction

Telemonitoring

- Allows providers to remotely monitor key health indicators such as weight, blood pressure, oxygen levels, glucose, and health behaviors.
- Interventions are provided quickly to prevent health episodes that result in hospitalization or a visit to the ER.
- Empowers the patient be an active participant in managing their own health.

Telemonitoring

- 30-90 Day Patient Monitoring
- Blood Pressure
- Weight
- Pulse Ox
- Medication Adherence
- Care Plans

Telemonitoring: Impact

Remote Monitoring pilot project:

1. 23 high E.D. utilizers where monitored for 30-60 days
2. Nurses were able to monitor and provide timely interventions

Results:

Visits prior to remote monitoring/interventions	Visits after remote monitoring/interventions	Impact
105	18	83%

Suggested Improvements

- Telemedicine
  - Legislation to support reimbursement
- Human Resources
  - Shortage of physicians and nurses