FLASH MOB IN ACTION: Managing the Clinical & Financial Milieu in Real-time

GOOD SHEPHERD HEALTH SYSTEM
2012 HFMA Lone Star Chapter Meeting
MAY 10-11, 2012

GOOD SHEPHERD HEALTH SYSTEM (GSHS)

- Non profit 3 hospital health system serving East Texas (Longview 425 licensed beds with budgeted ADC 290)
- Covers 11 counties in Northeast Texas
- Level II Trauma Center
- Ambulatory Surgery Center
- Level IIIb NICU
- ED Visits over 85,000 per year
GSHS

- Ambulance System (co-owned with Trinity Mother Frances)
- Integrated fitness center (75,000 sq ft and 12,000 members)
- Certified Stroke, Heart Failure and Chest Pain Center
- Multiple quality awards from CareChex (Delta Group)
- Internal Medical Residency begins July 2012 (UTHSC in Tyler)
- Multiple Physician Practices with over 100 Providers
- Simulation Center with High fidelity mannequins

CHALLENGES

- Self pay between 17-19%
- ED volume drives throughput
- For-profit competitor locally with growth plans on several fronts
- Large MD Multi-specialty group recently purchased by For-profit competitor
- Implementing EMR 2012 in a compressed timeline
- Space challenged for growth
- Largest employer in region
Methods to Integrate Clinical & Intellectual Capital

- Capitalize on all available Technology (LOS /DRG data)
- Ipads providing real time information for Pharmacists/Others
- Focused Interdisciplinary daily rounds (IDRs) on all units
- Visual cues for clinical reminders
- Safety Huddles each shift can use electronic program/board to identify risks (isolation, core measures, name alert, fall risk, etc)
- SWAT Team for quick fixes
A Picture is Worth 1000 Words

30:53 Green: volume improved.

OBSERVATION HOURS/PATIENTS

42:52 Green: ED SATURATION
Readmits
Previous DRG

Clinical Measures
Release vs Depart from Bed

Average LOS
OBSERVATION

Medicine - Self Pay

SUMMARY

- Focus ...Focus...Focus... the capital of leadership is execution
- You get what you inspect not what you expect....
- The Conceptual Age....
- Millennials and instant feedback
- Deal with the issue in real-time as it is discovered
- Synthesize common themes and implement broad based strategies
- Hardwire everything possible...