



NORTH MISSISSIPPI
HEALTH SERVICES

STRATEGIES FOR SUSTAINING PATIENT AND FAMILY ENGAGEMENT

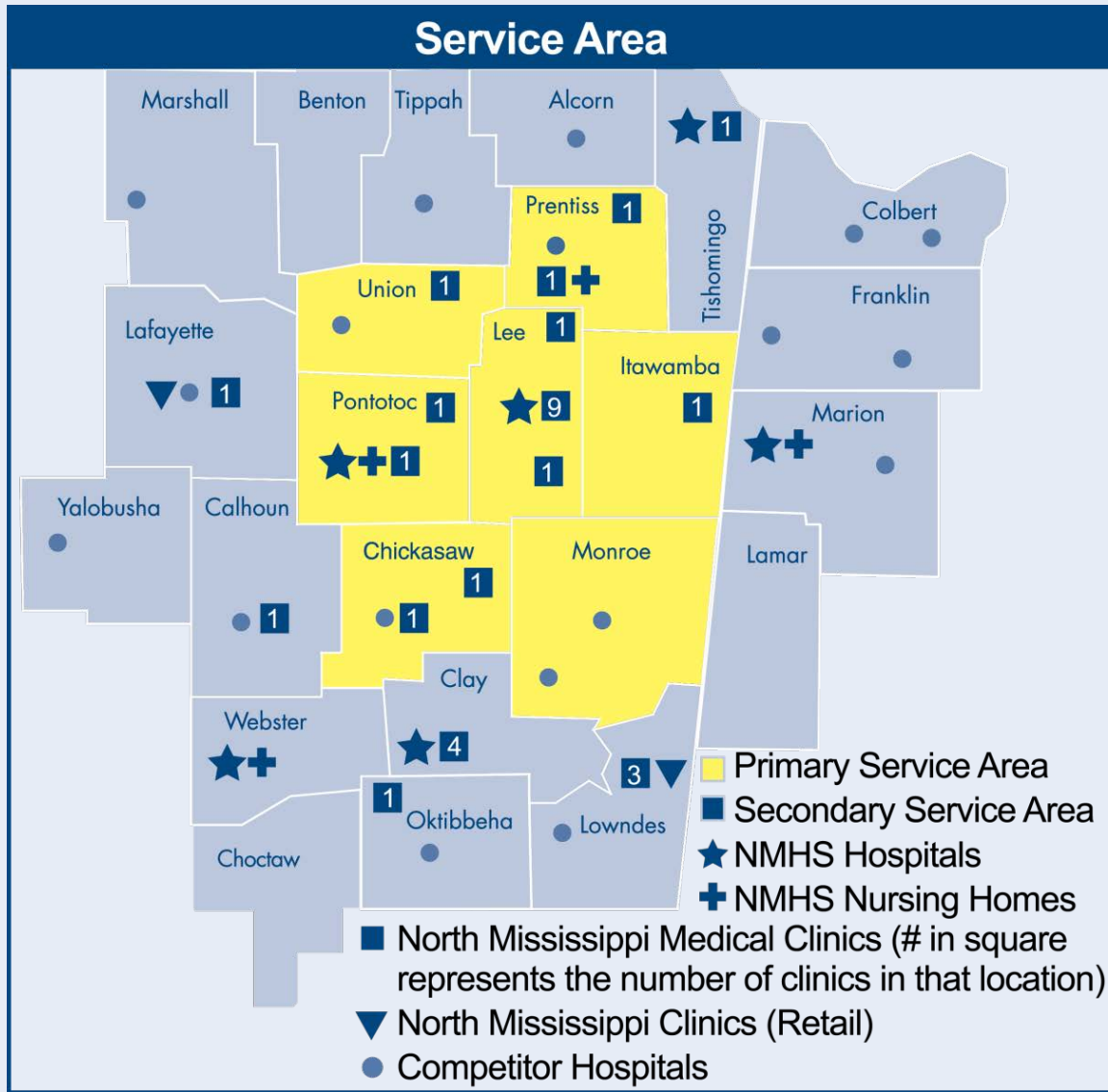
SHANE SPEES

PRESIDENT AND CEO

NORTH MISSISSIPPI HEALTH SERVICES



- NMMC- Tupelo (tertiary, 650 beds)
- 5 Community Hospitals
- Preferred Provider Organization
- TPA
- 35 Clinics
- School-based Nurses
- Nursing Homes
- Home Health Care
- JV Outpatient Centers



**Mission: To continuously improve
the health of the people of our
region**

**Vision: To be the provider of the
best patient-centered care and
health services in America**

NMHS Patient Engagement Principles

- Focus on Key Disease States
 - CHF, Diabetes, COPD
- Active Learning
 - Move away from Passive Learning Strategies
- System Coordination – No Silos
- Link Intervention to Outcomes

The Three E's

- Engagement
 - What are the patient goals?
 - Barriers to success
 - Building Relationship

- Empowerment
 - Encouragement
 - Support
 - Self-management Action plan

- Education
 - Treat each patient individually

Congestive Heart Failure

- A Leading Discharge Diagnosis
- Highly Dependent on Patient Understanding and Activation
- Traditional Methods Ineffective (Brochures, Hospital Lectures, Videos)
- Patient Profile – Older Adults, Low Healthcare Literacy

Self Care College

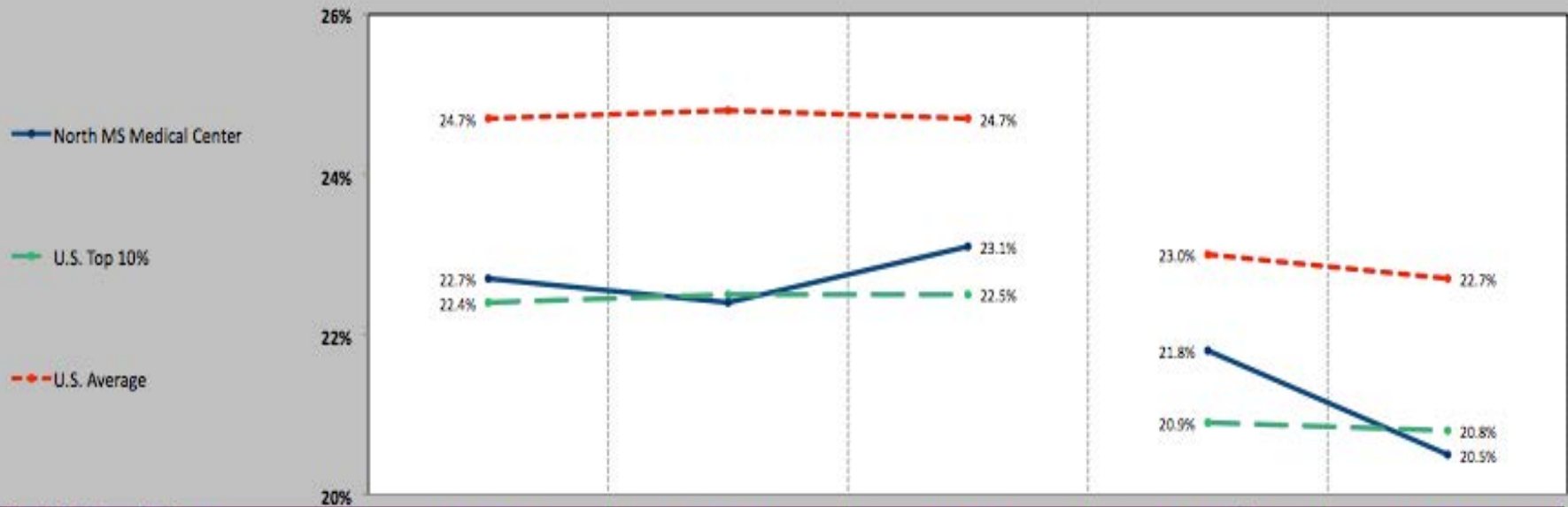
- CHF Patients Go Through 3 Modules – Weight, Dietary, Pharmacy
- Post-Simulation Huddle – Review Potential Gaps in Care
- Results Reported to In-House Provider
- Patient Receives 30-Day Follow Up – Transition Coach or Nurse Link



Care Transitions Intervention

- Low cost, low intensity model
- Targeted to Medicare FFS Patients with functional limitations
- A home visit and three follow up phone calls
- “Transition Coach” is the center piece of intervention
 - Focus on empowering the patient by modeling behavior
- practice runs
 - Ask the patient for a “goal”
 - Obtain a correct medication list
 - Timely PCP Follow-up

Rate of Readmission for Heart Failure Patients (HF)



Scheduled Annual Release	June 2010	June 2011	June 2012	Dec. 2013 *	Dec. 2014
Data Collection Dates	July 1, 2006 - June 30, 2009	July 1, 2007 - June 30, 2010	July 1, 2008 - June 30, 2011	July 1, 2009 - June 30, 2012	July 1, 2010 - June 30, 2013
Hospital Performance	22.7%	22.4%	23.1%	21.8%	20.5%
U.S. Top 10%	22.4%	22.5%	22.5%	20.9%	20.8%
U.S. Average	24.7%	24.8%	24.7%	23.0%	22.7%
U.S. Rank	472 of 3904	350 of 4025	676 of 4009	857 of 3996	266 of 3909
State Rank	7 of 75	5 of 76	7 of 78	4 of 80	1 of 78

Applicable to the 2013, 2014, 2015, 2016 and 2017 Readmissions Reduction Programs.