

NEWS BRIEFS

Informational Newsletter for Wyoming Hospitals

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January 23, 2015

WHA Calendar:

2015 General Session of the Wyoming Legislature Cheyenne	1/13-3/6
WHA Board Meeting Cheyenne	2/3
WCAHN Flex Planning Meeting Cheyenne	2/4

Other Events:

Rural Health Policy Institute Washington, DC	2/3-2/5
National Nurses Week	5/6-5/12

WYhealth Transition Care Management

WYhealth has two clinical care managers that complete utilization review and transition care management for Wyoming Medicaid clients who were hospitalized for an acute psychiatric admission.

Claudia Welborn is an LCSW and Jeannie Julian is a behavioral health RN and both live in Sheridan, WY.

You may know WYhealth evaluates each admission and continued stay review and approves or denies for Medicaid payment based on medical necessity criteria.

However, did you know that Claudia and Jeannie also follow all Medicaid clients after they discharge as well?

One of WYhealth's goals is to reduce readmissions for Medicaid clients following any inpatient stay. Therefore, for behavioral health clients WYhealth follows a transition care management model in an attempt to ensure clients have the aftercare they need to be successful in the community.

Claudia and Jeannie call clients or their guardians on days 3, 7, and 14 following their discharge to see how things are going at home and to ensure follow up care is set up.

Recently, they have started calling guardians of admitted youth within a few days of admission to begin

transition care management even before discharge.

Ideally, the care managers are able to use the discharge information received from the hospital when working with discharged clients.



It is important to ensure clients understand their discharge instructions after they have transitioned home.

Claudia and Jeannie will also troubleshoot with the clients any barriers they have encountered in setting up aftercare, getting their medications, or any other needs that arise.

Throughout these calls, Claudia and Jeannie are also building rapport with the clients and guardians and assessing any ongoing needs that may exist.

On the third call, the care manager will screen the client for ongoing enrollment in case management and offer to continue to work with the client or to close the case

based on what needs are identified.

How can hospitals collaborate with WYhealth care managers to assist in transition care management?

- Provide discharge summaries with follow up appointments to WYhealth within 3 days of discharge
- Call WYhealth care managers prior to client's discharge if assistance is needed in finding appropriate aftercare or if there is particular information that would be helpful in ongoing case management of the client
- When possible, let Medicaid clients and guardians know that they will receive a phone call from a WYhealth care manager to see how things are going once they get home

WYhealth...Get Plugged In!

888-545-1710

www.wyhealth.net



St. John's Medical Center Offers Free Valet Parking

In response to community input and need, St. John's will offer free valet parking to hospital patients, families, and visitors, beginning January 26, 2015.

"This service will help alleviate the issue of limited nearby parking, while freeing up the close-in parking spots for our patients who wish to self-park," said Michelle Kren, patient and associate experience officer. "At our main

entrance it is important to make the arrival and departure process as efficient and patient friendly as possible," she added.

The valet attendants will help patients exit their vehicles, get their bags, and provide wheelchairs if needed.

Patients will receive a ticket stub with instructions on how to request their vehicle when they are ready to depart, which they can do by either sending a text mes-

sage or making a phone call. Hospital staff will be able to assist patients with contacting valet attendants. Once the vehicle is returned to the entrance, the patient will receive a text or call to say the vehicle is ready.

"The total patient experience goes well beyond medical care. To deliver a service that helps our patients ease into an environment that to them can be stressful and intimidating is very important to us," Kren adds.

Don't forget to send us a story about your hospital so we can feature you in our Member Spotlight



Nurse For The Day Volunteers Needed

The Wyoming Hospital Association is still seeking nurses for the WHA's Nurse-For-A-Day program during the Wyoming Legislative Session.

For more than 30 years, the Nurse-For-A-Day program has provided basic medical care – such as taking blood pressures and treating complaints of cold and flu, headaches, and up-

set stomachs – to Wyoming's lawmakers at the State Capitol.

In addition to delivering that care, the program has enhanced the image of hospitals and caregivers, and it has provided a terrific opportunity for nurses to spend time with legislators from their home counties.

Nurses who would like to volunteer can email

rose@wyohospitals.com, or call 307-632-9344.

Participating nurses will report to the Medical Aid Station on the 3rd floor of the Capitol by 9 a.m. on their scheduled day.

We appreciate your ongoing support of this important program, and we look forward to meeting your nurses.

Host Sites Needed for Infection Prevention Conference

The 5th Annual Infection Prevention Conference will take place on April 21 and 22, 2015 in Casper at The Best Western Ramkota Hotel.

For the second year in a row, the conference will be offered as a live and virtual event.

The conference committee is seeking hospitals, long-term care facilities and health care agencies that are interested in being virtual hosts for the conference.

Host sites will pay a flat fee to live stream the conference from the location of their choice.

All conference materials will be provided to host site and access to pre-and post-conference information will be provided.

This year's theme is "The Five Golden Rings of Infection Prevention: Reduce risk, Educate, Surveillance, Analysis and Interventions."

National and local speakers will present the most recent information on health

care and infection prevention. CEU's will be offered to all qualifying attendees.

Don't miss the opportunity to bring this exciting conference to your staff.

The cost to be a host site is \$200. The deadline to sign up as a host site is March 1.

More information can be found online at www.uwyo.edu/geriatrics or by calling Russ Forney with Mountain-Pacific Quality Health at 605-645-2981.

Wyoming Hospital Association

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