

# NEWS BRIEFS

Informational Newsletter for Wyoming Hospitals

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July 25, 2014

## WHA Calendar:

WHA PAC Golf 9/23  
Tournament

WHA Annual 9/24-  
Meeting & 9/25  
Convention  
Cheyenne

## Other Events:

WyAMSS 8/21-  
Education 8/22  
Conference  
Jackson



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## Programs Offered by WYhealth

Providers and their patients, who are Medicaid clients, can benefit from a wide array of programs offered by WYhealth.

WYhealth hopes to partner with all Medicaid approved providers to improve patient outcomes and assist providers where needed through additional care coordination and care management services for their patients.

In 2012, an Emergency Room (ER) Appropriate Care site project was implemented to address rising ER costs.

Included in the initiative was:

- The identification and outreach to engage frequent ER users in care management
- Sharing information and outreach to providers and facilities to encourage referral to WYhealth care management
- Collaboration with pilot facilities to receive daily or weekly Medicaid ER visit census reports so that WYhealth care managers can outreach to clients more immediately after their ER visit
- 24/7 NurseLine for all Medicaid Members – 888-545-1710

Identified Medicaid clients are called by a WYhealth care manager to inquire about use of emergency room for care, screen for appropriate care management and connected them to a primary care physician for ongoing healthcare needs.

A partnership with WYhealth provides access to patient care management. WYhealth care managers, in collaboration with the provider and hospital case managers, can offer additional chronic disease management to Medicaid clients that include coordination of care, self-management education and the completion of assessments to assist in managing conditions.

All WYhealth care managers are professional clinicians and will collaborate with the provider, the Medicaid patient and their community support system to help the client achieve their healthcare goals.

Care managers can offer additional chronic disease management to Medicaid clients that include coordination of care, self-management education and the completion of assessments to assist in managing conditions.

The 24/7 NurseLine was implemented to provide the Medicaid client a resource to connect to a nurse prior to visiting the emergency room.

The NurseLine is offered at no charge to all Medicaid members.

Overall Wyoming Medicaid ER Visits saw a decrease of 16% and ER costs saw a decrease of 17% (when comparing January 2011 data to September 2013 claims data).



If your facility is interested in participating or would like more information regarding this project, please contact Stacy Strasser at 307-349-9745.



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

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## No Veteran Dies Alone

The Cheyenne VA Medical Center is changing the lives of veterans, even in their last hours.

These volunteers aren't building houses or making shelters, they are using their time to build an even stronger bond.

Support comes in different ways, "sometimes holding their hands if they want you to hold their hands, sometimes just listening to

them talk, sometimes just saying nothing and being there" said Dr. Tom Cassidy, a volunteer for No Veteran Dies Alone.

And for the veterans the best part of the visitors is, "the company," said veteran Lyle Tayson.

Being there for those who have been there for us, by fighting for our country.

It's a program called "No Veteran Dies Alone",

and volunteers spend their time getting to know the veterans.

Chaplain Carol Carr began the program three years ago and has been training volunteers for the journey since the start.

"They're just all gifted, gifted people from all walks of life just wanting to give back to the veterans who have served us," said Carr.

## WCAHN Presenting Executive Webinar Series

Mark your calendars for the remaining sessions in the Wyoming Critical Access Hospital Network (WCAHN) Executive Webinar Series.

Each 90-minute session is facilitated by Nick Healey, partner at the Cheyenne law firm of Dray, Dyekman, Reed & Healey, and all materials will be provided.

Mark these dates and topics on your calendar:

- Corporate Compliance **July 29, 1 p.m.**

- EMTALA and Wyoming trauma program issues for critical access hospitals **August 7, 1 p.m.**

- Employment of physicians for critical access hospitals **August 15, 1 p.m.**

- Preserving legal confidentiality and privileges for information at critical access hospitals **August 21, 1 p.m.**

- Risk Management in a critical access hospital **August 28, 1 p.m.**

For more information on the webinars or the WCAHN, please contact Steve Bahmer at [steve@wyohospitals.com](mailto:steve@wyohospitals.com) or 307-287-4594.



## CP-MIH Stakeholder Meeting

The Wyoming Department of Health, Office of Emergency Medical Services is extending a statewide invitation to Wyoming's healthcare system to participate in a Community Paramedic - Mobile Integrated Healthcare (CP-MIH) Stakeholder meeting.

CP-MIH is about re-thinking how emergency medical service personnel

(EMTs and Paramedics) are utilized in an integrated healthcare systems.

Different business models are showing promising results in filling gaps in existing healthcare systems, reducing healthcare costs, and providing better patient outcomes.

This workshop will provide information regarding the concept.

The workshop is being held Thursday, August 14, from

8:00 a.m. until 5:00 p.m. and is being held in conjunction with the 44th Annual Wyoming Trauma Conference at the Little America Hotel and Resort in Cheyenne.

For more information, questions or assistance with registration, please contact the Office of EMS at 307-777-7955.