

Performance Improvement Collaborative at Sheridan Community Hospital

In May 2024, Sheridan Community Hospital launched a Performance Improvement Collaborative (PIC) project to enhance its Swing Bed Program, led by Jonathan Pantenburg of Wintergreen, in partnership with the Michigan Center for Rural Health (MCRH) and under the direction of Jessica Morgan, Senior Director of Operations. The project followed a self-assessment of the program that identified barriers to patient acceptance and nursing knowledge gaps.

The project began with a virtual meeting to assess the program and identify areas for improvement, including patient acceptance, nursing education, claims accuracy, credentialing, insurance denials, missed charges, and marketing.

Within the first two months, a patient satisfaction survey was distributed to all discharged patients since January 2024. Since the launch of the PIC project, all discharged patients have completed the survey before discharge. Since January 2024 the program has maintained a 4.7/5 rating. Over five months, the core group met regularly, addressing key areas and identifying the need for updates to patient rooms, including bariatric equipment. Remodeling began in July 2024.

Key Improvements:

- Remodeled patient rooms and added a day room for families
- Faster patient acceptance, including bariatric and complex patients
- Increased rehab participation and improved volume
- Integrated hospitalists in the RHC for improved reimbursement
- Enhanced marketing through word-of-mouth, website, and materials
- Better communication between case managers, staff, and tertiary hospitals
- Improved charge capture and chart review processes
- Review of insurance contracts – will now be an ongoing item

For more information about Performance Improvement Collaborative projects, contact:

Jeff Nagy

Quality Improvement Advisor

jeff.nagy@affiliate.msu.edu