

10-2-071

# Colorado Rural Health Care

## GRANT PROGRAM

### Final Report Template

*This form must be signed and returned with the Grant Report Narrative. Please complete and return this report by July 28, 2011. No further grant requests from your organization can be considered until this report has been completed and returned.*

Name of organization reporting: Telluride Medical Center

Dates covered by this grant: from April 2010 to November 2010

Executive Director: Gordon Reichard

Phone and Email: 970.728.9782

Contact person (if different from Executive Director): \_\_\_\_\_

Title: \_\_\_\_\_

Phone and Email: \_\_\_\_\_

Mailing Address: PO Box 1229

City/State/Zip: Telluride, CO 81435

Fax Number: 970.728.0119

Amount of Grant: \$43,000

Purpose of Grant: Renovation of 2 exam rooms and soundproofing

*I hereby certify that the above and attached statements are true and accurate.*



3.4.2011

Signature of Executive Director or Authorized Board Officer

Date

**I. NARRATIVE (maximum of 3 pages, exclusive of photographs and testimonials)**

**A. Results/Outcomes**

- 1. Please describe the progress made toward the stated goals and objectives related to this specific grant.
- 2. What difference did this grant make in your community or neighborhood and for the population you are serving? Please discuss evidence of effect (e.g. numbers served, demographic information, community indicators, outcomes, client satisfaction survey results, etc.). *Note: If you have evaluation materials that document outcomes and impacts of your work, feel free to attach in lieu of answering this or other questions.*
- 3. Describe collaborations, if any, related to the work funded by this grant and how it impacted your efforts.

**B. Photographs and Testimonials**

- 1. Please provide any photographs or testimonials that demonstrate the impact the project has had on the community.
- 2. Please provide an example of a success story that demonstrates the benefit of the project to your community.

**C. Future Plans**

- 1. What are the plans for sustaining the impact of the use of these funds?
- 2. What plans do you have to communicate your outcomes and lessons learned with others?
- 3. If you have identified areas where increased collaboration between organizations or sectors would lead to increased positive outcomes for your constituents, briefly describe your ideas.

**D. Other Comments**

- 1. Please share with us any recommendations you have for our grant making or reporting process.

**II. FINANCIALS**

- 1. Please provide income and expenditure information compared to the approved budget for that project or program. If there are any major variances, please explain.

# Colorado Rural Health Center Grant Program

## FINAL REPORT – 2010 Telluride Medical Center

### I. NARRATIVE (Max of 3 pages)

#### A. Results/Outcomes

1. Please describe the progress made toward the stated goals and objectives related to this specific grant.

All improvements and renovations to the Primary Care Department at the Telluride Medical Center (TMC) were completed as of November 21, 2010.

Improvements in the soundproofing of the Primary Care exam room and the mental health consultation rooms were completed in October 2010.

One mid-level office was converted to an exam room and the visiting specialist room was renovated. Both of these improvements were completed by August 2010.

2. What difference did this grant make in your community or neighborhood and for the population you are serving? Please discuss evidence of effect (e.g. numbers served, demographics information, community indicators, outcomes, client satisfaction survey results, etc.). *Note: If you have evaluation materials that documents outcomes and impacts of your work, feel free to attach in lieu of answering this or other questions.*

I have attached our first two months of Patient Satisfaction Survey responses. Of note is the "Overall Satisfaction" with TMC being – 4.8 out of 5.0.

As outlined in the narrative application for this grant, privacy (overhearing a patient's conversation with a provider) was a major concern. The soundproofing in PC and the Mental Health Consultation room is no longer a problem – a significant improvement.

The addition of an exam room (the converted Mid-level office) has allowed us to have the visiting specialist use that room instead of taking a room away from the PC provider on the days they are at the med center. This keeps the patient flow moving smoothly adding to the patient satisfaction.

3. Describe collaborations, if any related to the work funded by this grant and how it impacted your efforts.

This was largely a renovation/improvement of facilities that was completed by a contractor. Other than an architect, we did not collaborate with anyone else.

## **B. Photographs and Testimonials**

1. Please provide any photographs or testimonials that demonstrate the impact the project has had on the community.

Pictures are attached of the two exam rooms and the new PC viewing station.

Testimonials – Actually, it is the lack of testimonials that has me so excited. Previous to the soundproofing, mental health clients would ask their psychiatrist if the people in the next office could hear them talking because they could hear the people next door. The psychiatrist would assure the patient that while we can hear them, they can't hear us. Since the soundproofing, we have not received any such feedback from providers or patients alike. (Actually, the psychiatrist was right to a certain degree, we would play music in the adjacent office to drown out the session in the consultation room. What was particularly unbearable was to be in the adjacent office when a patient would start to sob. Now you don't hear anything in the adjacent office!)

2. Please provide an example of a success story that demonstrates the benefits of the project to your community.

## **C. Future Plans**

1. What are the plans for sustaining the impact of the use of these funds?

TMC Primary Care is thrilled to have two newly renovated exam rooms and soundproofed exam rooms with a soundproofed mental health consultation office. With the addition of these rooms there will be a lasting benefit of improved privacy, more functional space to see patients and a higher quality of patient encounter without the fear of HIPAA violations.

2. What plans do you have to communicate your outcomes and lessons learned with others?

Naturally because of the nature of the privacy issue we did not want to broadcast the improvements. The renovated exam rooms were included with a complete remodel of our Emergency Department and it has been featured in newspaper articles.

3. If you have identified areas where increased collaboration between organizations or sectors would lead to increased positive outcomes for your constituents, briefly describe your ideas.

Increased collaboration between organizations would be helpful in this project.

## **D. Other Comments**

1. Please share with us any recommendations you have for our grant making or reporting process.

No recommendations but only accommodations. 1<sup>st</sup>, holding the grant writing workshops for this grant are very helpful and 2<sup>nd</sup>, the format is very easy to follow and straight forward. I see no reason to change anything.

**II. FINANCIALS**

1. Please provide income and expenditure information compared to the approved budget for the project or program. If there are any major variances, please explain.

Proposed Budget in the Grant Application:






