

10-1-07b

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 June 30, 2010. No further grant requests from your organization can be considered until this report has been completed and returned.

Name of organization reporting: The Memorial Hospital Foundation – TMH Medical Clinic

Dates covered by this grant: from July, 2010 to March, 2011

Executive Director: Julie A. Baker, The Memorial Hospital Foundation Chairperson

Phone and Email: (970)824-7018 email: julieann.baker@moffatsd.org

Contact person: (If different from Executive Director) Eva E. Peroulis

Title: The Memorial Hospital Foundation Director

Phone and Email: Phone: (970)826-2424 email: eva.peroulis@tmhcraig.org

Mailing Address: P.O. Box 1203

City/State/Zip: Craig, CO 81626

Fax Number: (970)8246-2429

Amount of Grant: \$49,808.30

Purpose of Grant: Upgrade IT Infrastructure for TMH Medical Clinic

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

Julie A. Baker, Chairperson, TMH Foundation Board

March 1, 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.

The Memorial Hospital (TMH) and TMH Medical Clinic have successfully accomplished the goal to upgrade IT infrastructure and configuration of the TMH Medical clinic to be independent of hospital IT connectivity. The grant enabled the clinic to upgrade the IPx phone and voice mail system. It also allowed the clinic to replace old out of date wiring with fiber optic high speed connections. The newly acquired IT structure has eliminated past problems with connectivity with the new hospital building.

The new IT infrastructure supports the ability to connect to other clinics, hospitals, and reference labs. Access to other clinics and laboratories has improved communication and expedited medical orders. The IT reconfiguration has enhanced the network infrastructure to provide patient data access to clinic staff and physicians. The information technology equipment has improved access to providing outpatient quality health care.

Overall, the project has provided the basic infrastructure for improved delivery of healthcare.

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.*

In 2010, TMH and TMH Medical Clinic have been complimented by growth in the number of services provided. This is attributed to two newly hired physicians. TMH continues to play an integral role in providing a solution to the shortage of doctors in our community. Our goal was to provide the best in OB/GYN and general surgery services and to continue to build and diversify those service lines, bringing more of our market share home. The Clinic OB/GYN service lines continues to exceed financial and growth projects. We saw a 40% increase in our newborn nursery patient days. The medical and surgical patient days increase 10%. According to the latest Press Ganey client satisfaction results, the medical clinic received 92.1% patient satisfaction in overall access to care. The analysis showed 95.8% of patients would likely recommend the practice.

In 2010, the TMH medical clinic served 9128 patients compared to 6,126 patients served in 2009. Patient visits increased by over 3,000, a 32.5% increase. Low income patients served (200% FPL) in 2010 were 128 compared to 103 last year.

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

This IT infrastructure grant support has strengthened the collaborative efforts with the traveling orthopedic physicians from Steamboat Springs, CO and oncology physicians from Grand Junction, CO. The infrastructure has allowed the clinic to provide high-quality health care for the communities of providers, clinics and healthcare organizations. The IT network configuration has allowed TMH and TMH Medical Clinic to connect to other clinics, hospitals, and referring physicians. It has increased productivity, fostered collaboration, and improved patient care.

B. Photographs and Testimonials

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

See Attached Testimonial.

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

The IT grant support has provided the ability to access and view electronic radiology images provided by TMH. Patients are now able to see the improved availability of being able to view radiology images during doctor visits. In addition the medical clinic is able to connect to other clinics, hospitals, and referring physicians. This capability has increased processing medical orders to reference laboratories. This capability was not available prior to the IT installation. The overall benefit to the community is improved patient care.

C. Future Plans

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

Continue to support IT improvements in the area of health information technology, health information exchange and personal health records. Continue to facilitate high-quality health care that is coordinated within and across health care systems and providers.

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

The Memorial Hospital's Annual Report contains information regarding the opening of The Memorial Hospital Clinic and illustrates the healthcare services provided to the community. This information is also available on the hospital website.

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.

TMH continues to increase collaboration among visiting specialty clinics. Services include orthopedics, urology, plastic surgery, ear, nose and throat specialist, and hearing specialist. These services are provided to the public under one roof along with clinic's family practice, and OB/GYN services. Centrally locating physician services has improved inter-collaboration and referrals and elimination of duplication of some infrastructure, while ensuring convenient one-stop shopping for clients and patients.

D. Other Comments

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

The 2011 grant application has improved over the 2010 process. One problem with the 2011 application is the inability to use the spell check and word counts. Instructions should indicate to write responses in a word processing document and then cut and paste to the appropriate sections of the application. Also, the format will not allow the applicant to delete unneeded objective tables.

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.

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Testimonial from the TMH IT Director:

I have been working with the Memorial Hospital's computer systems, network and infrastructure since 1986, both at our prior location on 785 Russell Street and now at our current location on 750 Hospital Loop. The original Memorial Hospital building, which has now become The Memorial Hospital Medical Clinic, is over 60 years old with major additions added in the 60's, 70's & 80's. There was never a design conceived of to support the future utilization of computers and the internet. In 1989, we began installing networked computers with cables running over ceiling tiles. Qwest brings phone lines into the building through an area called the Demark. 1970's technology was in place to provide phone connectivity through 4-5 punch down blocks located throughout the building from the basement to the main upper floor and then to each department. Internet was not available until the mid 1990's through dial-up modems. A simple "high bandwidth" internet connection, similar to DSL was not available till 1999. We went from a few non-networked IBM PCs in the late 1980's to a computer network infrastructure supporting a Hospital Information System (HIS), Radiology Information System (RIS-PACS), Medical Records, Financial, Billing and Materials Management programs while providing secure access to local and remote medical centers and clinics, with this infrastructure as its base. It was imperative, that if we were to keep up the needs of a changing Healthcare delivery system, we needed a new facility.

Since the decision was made to use the old hospital as a Medical Clinic, your grant provided, and essentially retrofitted, TMHMC with new high bandwidth switches utilizing point-to-point fiber optic technology placed between the Demark and the Main Distribution Facility (MDF). In addition, a one hundred pair phone cable was brought, along with the fiber optic line, providing the new Tadiran phone system a clean single point-to-point connection, bypassing the old punch down blocks, for new phones in each clinic space. Because of these actions, Qwest is now re-wiring and upgrading the Demark bringing the phone line access to current standards. The new Coral Voice mail system was added to meet the rapid expansion of specialized medical services and phone support the clinic is providing. At our expense, we relocated the old internet access, from the clinic, to the hospital to increase reliability and free up bandwidth. We then added a new T1 internet access line, at the clinic, and wired that through the CISCO ASA 5520 you provided. The CISCO ASA provides secure internet access and remote support through a firewall and VPN concentrator. The clinic's EMR now has exclusive and secure access to the internet. Additionally, 2 new PACS workstations and 10 new client workstations were purchased and installed for Orthopedic, Radiology, business and support staff.

Through your grant, we are proudly able to support the new Surgical, Obstetric, Family Practice, Orthopedic, Urology, Cardiology, and, most recently, Internal Medicine services that the clinic and our hospital are now providing for our community. I would like to personally thank you for your support. My family and friends utilize these services as well.

Joseph M. Huelskamp, Interim IT Director, 970.826.2182, j.huelskamp@tmhcraig.org

The Memorial Hospital
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