



Petersburg Medical Center

Case Management/Swing Bed Management December 2023

Workforce Wellness

- Skilled Swing Bed (SB) is staffed with Acute Care RN's. Swing Bed indicates a hospital room.
- Staffing is tight, currently have one RN traveler, awaiting 2 more, for a total of 13 RN floor positions.
- 1-2 RN's are staffed on AC daily, and 1 RN is staffed nightly.

Community Engagement

Admission Referral Process and Community Engagement:

- Networking with larger hospitals in Alaska (ANMC, Alaska Regional, Providence Anchorage) to establish contacts.
- Review online referrals from hospitals in the Seattle area (Swedish, Virginia Mason, Harborview).
- Majority of non-local skilled patients come from Bartlett Regional in Juneau. Three referrals this week from Bartlett; one was appropriate and accepted but declined to travel to Petersburg for skilled rehab. The other 2 prospectives do not have Medicaid, and need LTC level of care.
- Maintain regular phone contact with Bartlett Regional, at least weekly, typically more frequent.
- Use screening tools (Skilled Screener, LTC Needs Assessment Tool, Infection Control Transfer Form) to assess medical appropriateness and level of care required.
- Review prospectives' insurance and discharge plan to ensure a smooth transition after the Skilled stay.
- Referrals are evaluated by the PMC Rehab department for qualification and benefit from Skilled Rehab.
- Referrals then go to the PMC physician for approval and completion of a physician-to-physician report.
- LTC Medicaid Authorization for Swing Bed must be approved by DHSS prior to travel and stay.
- Widening the recruitment radius yields mixed results due to factors like payor source, medical/psychiatric complications, and discharge plan challenges.
- Admitting skilled patients without a support system, payor source, or adequate discharge plan causes financial hardship.

Patient Centered Care

- Goal: Develop metrics for improving quality of care and achieving optimal outcomes.
- Developing QIP: Within one week of discovery of need for LTC level of care and need for Medicaid application assistance. Will notify appropriate PMC staff including Medicaid expert, Home Health, LTC.
 - Follow up to QIP- 2 recent patient needs identified upon AC/Skilled admission- worked with other entities to find appropriate placement and level of care, assist with insurance. Placement successful.
- Current surveyed areas: readmissions, falls, skin breakdown, Notices of Non-Coverage, skilled patient days.
 - No readmissions.
 - One fall in November in Swing Bed; non-injury.
 - No new skin breakdown.
 - Notice of non-coverage given for Medicare Patients, not applicable to private insurance.

- Targeting improved communication between local and receiving providers for referrals, medevacs, and patients requiring skilled care; to better disseminate information on services offered.
- Highlight PMC Skilled Nursing Facility's 24/7 RN staffing for IV therapy, medication management, and wound care directed by certified specialists.
- Emphasize the advantage of having RN staffing, which is not typical in most Skilled Nursing environments.

Facility

- Changes in equipment:
 - Sara-steady sit to stand for transfer assistance for weight bearing but unsteady patients.
- Focusing efforts on increasing patient census as mentioned above.

Financial Wellness

- Skilled Swing Bed (SNF SB) care patient days in the past 6 months: 1.3 (goal: 3 patient days).
- Average census, including all Swing Bed stays (some at LTC level of care): 2 patient days.
- No skilled readmissions within 30 days.

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