



Case study: Intercede Health impacts hospital performance

The Situation:

In order to bolster competitiveness, Bon Secours St. Mary's launched a 24 hours, 7 day a week hospitalist program in April, 2004. The goals were to provide an even better level care, better outcomes and more efficient hospital stays at the almost 400 bed hospital.

Intercede Health was the company chosen to employ, train, and support physicians working at the facility. As the facility had never had a Hospitalist program in existence, the leadership at the hospital and at Intercede Health met challenges related to acceptance of the program. The team at Intercede also developed the Order Optimizer product in cooperation with the St. Mary's physicians.

Outcomes

Intercede physicians now manage over 60% of the admissions at St. Mary's. With our training program, physician management processes, and the use of our Order Optimizer product, the program delivers in many key areas:

- 25% lower lengths of stay than the hospital average, even though they are over half of it
- Readmission rate 57% less than expected
- Mortality rate 61% less than expected
- Core measures (Acute MI, Heart Failure, Pneumonia) 1143/1148 in 2008 – 99.56%
- Patient satisfaction – good or better 96.7%

“Improvements in our CMS core measures have earned us the best performance rating within our hospital system. The hospitalists have reduced the cost per episode while maintaining high quality medicine”

Michael Kerner, Executive Vice President, Bon Secours St. Mary's
