

TERREBONNE GENERAL MEDICAL CENTER

HOUMA, LA

TERREBONNE GENERAL MEDICAL CENTER IS A 321-BED NONPROFIT HOSPITAL AND THE LARGEST COMMUNITY-BASED HOSPITAL IN THE TRI-PARISH AREA OF TERREBONNE, LAFOURCHE, AND ST. MARY, LOUISIANA

“The Huron project exceeded our goals. Not only did we see huge improvements in every category that the project included, we’ve experienced notably enhanced teamwork across the organization. I’m confident that Terrebonne will continue benefiting from this project long into the future.”



TERESITA MCNABB,
CHIEF NURSING
OFFICER TERREBONNE
GENERAL MEDICAL
CENTER

RESULTS AND BENEFITS

24%
reduction in
annualized
patient days.



More than
9,000
days avoided
through LOS
reduction.



95%
patient
status review
complete after
one day of admission.



THE CHALLENGE

Terrebonne General Medical Center (TGMC) is recognized for quality, state-of-the-art technology, and advanced services. However, TGMC needed to control costs and advance a culture of high performance across its clinical operations in order to thrive under healthcare reform and in an increasingly competitive environment for community hospitals.

OUR APPROACH

TGMC partnered with Huron for a comprehensive Clinical Operations engagement. The project generated significant operational improvements, reduced length of stay, and elevated staff performance and coordination through new and streamlined structures, enhanced communication, and new software and technology.

“The engagement with Huron generated rapid results including increased reimbursements and overall reductions in patient days,” said Diane Yeates, FACHE, FHFMA, MBA, CPA, Chief Operating Officer, Terrebonne General Medical Center. “However, the long-term benefits are also very valuable. The process improvements, tools, and training that Huron provided have positioned Terrebonne for continual improvement. It was a very worthwhile and rewarding project.”

Redesigning processes: Huron implemented a new case management model that clarified roles and streamlined processes; a dedicated patient placement department; and a physician advisor program, helping TGMC increase staff and physician accountability and engagement with length of stay management. These improvements contributed to the annual avoidance of over 9,000 patient days through length of stay (LOS) reductions.

Enhancing communication: New communication structures including interdisciplinary care coordination rounds and a cross-functional meeting forum increased coordination and communication among staff, physicians, and managers. Results include an 88 percent reduction in bed assignment time, as well as a threefold improvement in anticipated discharge accuracy by patient.

Improving monitoring: Huron’s proprietary reporting software suite enabled staff and management to better monitor and continue to improve patient flow performance. Huron also assisted with selection, contracting, and implementation of a new bedboard, allowing staff to easily identify available beds and place patients in the most appropriate unit.