

TeamHealth Case Study

St. Francis Hospital, Greenville, South Carolina

Implementing a successful hospital medicine program with measurable results

The Challenge

Bon Secours St. Francis Health System turned to TeamHealth to help develop their vision of a hospital medicine program that would enhance patient outcomes and satisfaction, as well as benefit the medical community.

Our Solutions

In partnership with TeamHealth, St. Francis set out to create a hospital medicine program that was aligned with its unique culture, objectives and mission. In support of this goal, TeamHealth recruited a physician group dedicated solely to the inpatient needs of St. Francis. The team's responsibilities were customized to meet the hospital's goals to reduce length of stay (LOS), work with the specialists to promote best practices, standardize outcomes, and support the emergency department (ED) in appropriate admissions management.

Specific solutions included:

- Recruitment of a core team of hospitalists who are board certified in internal medicine and passed board exams with exceptional scores
- Utilization of clinical pathways customized to fit the community's available services, thus helping other medical practices comply with the clinical pathways
- Implementation of a communication and monitoring system that ensures coordination of care between the hospitalists and primary care physicians
- Hospitalist team participation in the hospital's quality assurance initiatives, including designing new self-monitoring methods

The Results

The hospitalist team's outstanding clinical quality and customer service skills impressed and earned the respect of the hospital's medical staff—a critical constituency. As a result of aggressive outreach programs and the stellar performance of the hospitalist team, the program enjoyed 23% growth in its first year and a consistent 2-3% growth in each successive year. More than 85% of all specialty admissions, including cardiology and orthopedics, are assigned to the hospitalists. The hospital has also enjoyed an average LOS reduction of 20% across its top DRGs along with a significant decrease in overall cost per case.

St. Francis received the Outstanding Quality Performance Award from Premier, Inc., a healthcare industry leader for quality and patient safety initiatives. Competing with more than 400 hospitals nationwide, St. Francis won this particular award for overall excellence in patient cardiovascular outcomes while achieving significant operational efficiency.

Acknowledging the key role the hospitalist team played in this recognition, the hospital invited Scott Perlman, MD, TeamHealth's Hospital Medicine Medical Director (3rd from right) to accept the Premier award with them.



Client Response

"These quality awards result from the dedication of our employees
and physician partners who are relentless in working
for the highest quality patient care on a daily basis."

Chief Executive Officer
