

Coffee Regional Medical Center (CRMC) engaged Corazon to conduct a planning process for cardiovascular expansion to include the development of a cath lab and the offering of angioplasty. If feasible, Corazon would assist CRMC in submitting a Certificate of Need (CON) for these services. Once approved, Corazon would implement the service expansion, and accredit their program. CRMC grew even faster than anticipated, which then engaged them in Corazon's Platinum Accreditation to include ongoing peer review.



Since 1953, Coffee Regional Medical Center (CRMC), an 88-bed, non-profit acute care hospital, located in Douglas, Georgia, has served the healthcare needs of residents in Coffee County. The original building was replaced in 1998 with one double in size, which allowed for expanding emergency and outpatient services.

Based on CRMC's geographic isolation, the desire for safer service delivery, and serving a community with higher-than-average cardiovascular disease mortality, CRMC administration engaged Corazon to determine the feasibility of implementing a percutaneous coronary intervention (PCI) with off-site surgical support (PCI-OSS). As part of this analysis, Corazon completed a thorough market, operational, and financial plan to be the foundation towards submitting a Certificate of Need (CON) PCI Exception to the Georgia Department of Public Health. This process of planning and CON submission lead to the approval of CRMC's CON Exception by the state, thus allowing both parties to move forward with program implementation.

With a successful PCI program implementation and accreditation, Corazon and CRMC have partnered on additional program implementations, perioperative assessments, and a **Platinum Level Corazon Accreditation**, a reoccurring service designed to ensure that CRMC's PCI Program continually meets the highest standards of patient care and delivery.

Initial Implementation and Accreditation

Before receiving their PCI CON Exemption, CRMC worked with Corazon to establish required program needs and ongoing requirements. Once the exemption was approved by the state of Georgia, Corazon immediately began implementing CRMC's PCI facility. Activities that followed include:

- Developing multidisciplinary workgroups to complete tactical activities for start-up
- Conducting steering committee meetings to apprise stakeholders of progress
- Assisting with credentialing requirements for interventional cardiology
- Creating processes, protocols, and patient flows for in-house care and emergency transfers
- Developing policies and procedures, along with a QI structure to optimize care delivery
- Development of tertiary transfer agreements
- Didactic education throughout the hospital for this new service



Case Study:

Coffee Regional Medical Center Cardiovascular Expansion

Once the program was deemed ready to go, Corazon’s Accreditation team surveyed the program and verified the process to be in place for a high- quality program. This accreditation effort was conducted via an **on-site survey** using actual patient case documentation, an **angiographic review** conducted by a Corazon Medical Advisor, and **quarterly reviews** of CRMC’s Cath/PCI program data.

After achieving Corazon Accreditation, CRMC began to offer PCI services, thus providing a life-saving service not previously available to the Coffee County community and surrounding areas.

Results

Within the first six months of being a Corazon Accredited program, CRMC significantly outpaced projections, vastly exceeding all volume thresholds required by the state. So successful was the accredited program, in fact, the overall **lab volume increased by 64% year over the year**. CRMC now boasts one of the **lowest PCI in-hospital mortality rates** in the country as well, falling well within the top 25% of all programs.

Platinum Accreditation and Results:

Corazon’s bi-annual re-accreditation survey measures compliance within industry-specific practice guidelines and Corazon’s established quality criteria based on experience with a multitude of programs across the country. Through Corazon’s defined accreditation process, CRMC’s Cath/PCI program has seen the following programmatic benefits:

- A program more driven and focused on **patient safety**
- An increased **focus on clinical quality and outcomes**
- **Bi-annual reports detailing quality findings and subsequent action plans**
- **Quarterly Peer Review**
- Additional considerations for **strategic planning and growth initiatives**
- A greater emphasis on **policies and competencies for the continuum of care**
- Implementation of **best practices** specific to the CV patient population
- Increased **data transparency** with all team members
- External **market differentiation** and increased consumer awareness
- Physician and hospital leadership **collaboration**



Program review and up to 10 random charts

QUARTERLY CASE REVIEW
Volume of cases reviewed per quarter determined with client

Internal Dashboard/Scorecards and/or Registry Data

1 meeting during onsite survey and quarterly remote participation

Quarterly user group meetings, 5 conference registrations, and unlimited webinar registrations

REMOTE ADVISEMENT
Up to 4 hours per quarter (Total 32 hours every 2 years)

Up to 1 additional dedicated meeting day. Occurs 1 year prior to re-accreditation

Dashboard for up to 5 operational metrics

Coding and billing review of up to 10 PCI charts every 2 years

For a more detailed explanation of this Accreditation project that involved the expertise and implementation skills of Corazon’s Experts, call 412.364.8200.

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