



CHANGING  
**Maryland**  
*for the Better*

# **Maryland's Specialty Hospital Centers**

***Deer's Head Hospital Center, Salisbury MD***  
***Western Maryland Hospital Center, Hagerstown MD***

Van T. Mitchell, Secretary

Howard Haft, MD, MMM, CPE, FACPE, Deputy Secretary

February 11, 2016

House Appropriations Committee



# Deer's Head Hospital Center

- Deer's Head Hospital Center (DHHC), a specialty hospital and comprehensive care facility that offers inpatient programs (Long Term Care Hospital and Skilled Nursing) and a Renal Dialysis Program that is offered to both in and outpatients.
- DHHC is currently licensed for 146 beds and budgeted for 56 beds in FY 2017.



# Deer's Head Hospital Center

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## Mission & Vision

- Provide compassionate, interdisciplinary care to meet the needs of our community.
- Be the provider and employer of choice, offering quality state-of-the-art care in a team environment.





# Deer's Head Hospital Center

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## **Specialty- Chronic/Long Term Care Hospital (LTCH)**

Provides continuous and intensive medical, nursing, physician, and rehabilitative care to medically complex patients whose severity of illness or injury requires intensity of services following an acute hospital stay. Patients are admitted from acute care hospitals from central Maryland and all Eastern Shore counties.

## **Comprehensive Care CCF/SNF**

Functions as a step-downs for our chronic hospital. Licensed as a long term care facility, the DHC CCF provides comprehensive medical and professional nursing management, complex medical management, brain injury and dementia management, wound management, peritoneal dialysis and hemodialysis to patients who are admitted from our chronic hospital unit as well as from community hospitals.



# Deer's Head Hospital Center

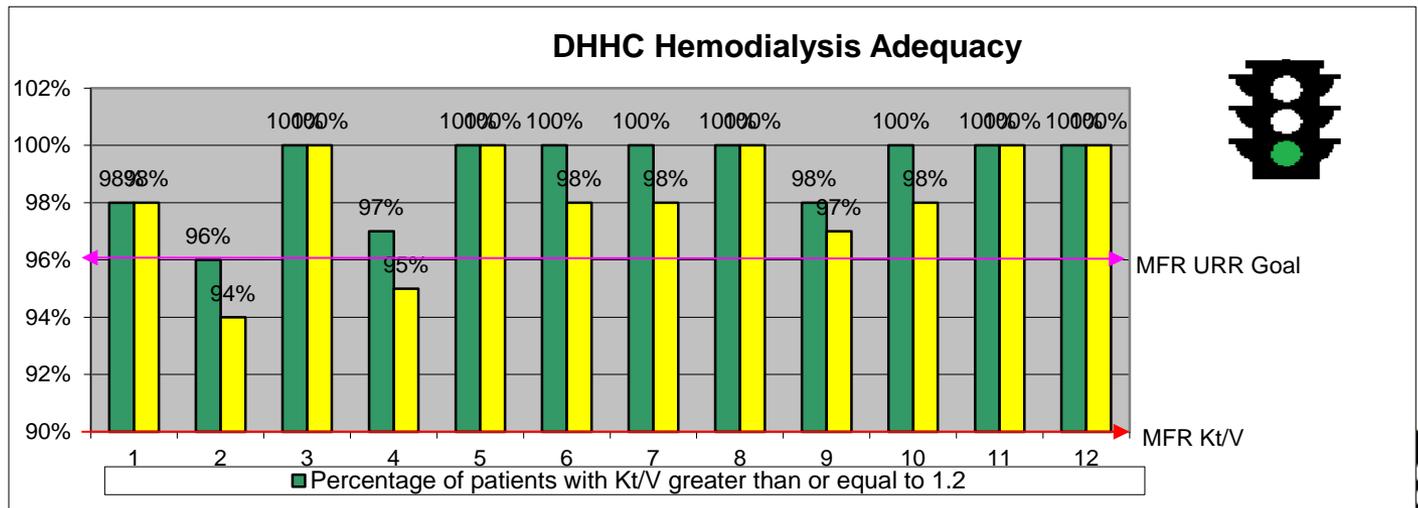
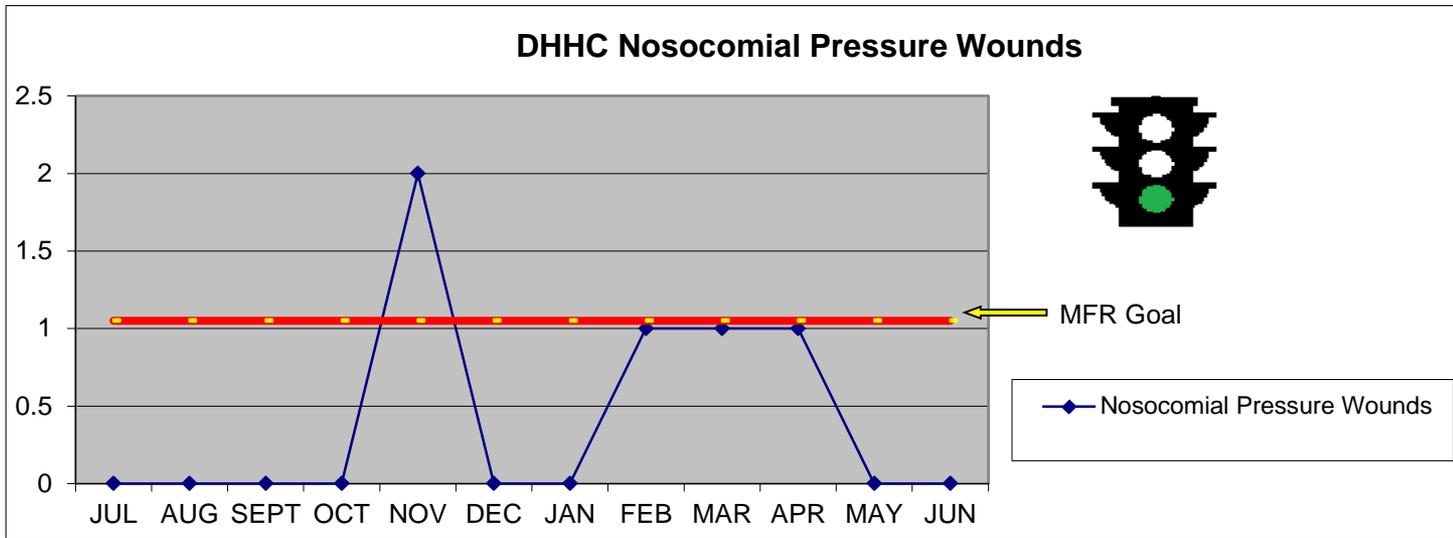
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## **Kidney (Renal) Dialysis Program KDU**

Improves quality and accessibility of treatment to end stage renal disease population with complex medical and social issues. This service is provided to both DHHC inpatients and community outpatients.



# Deer's Head Hospital Center



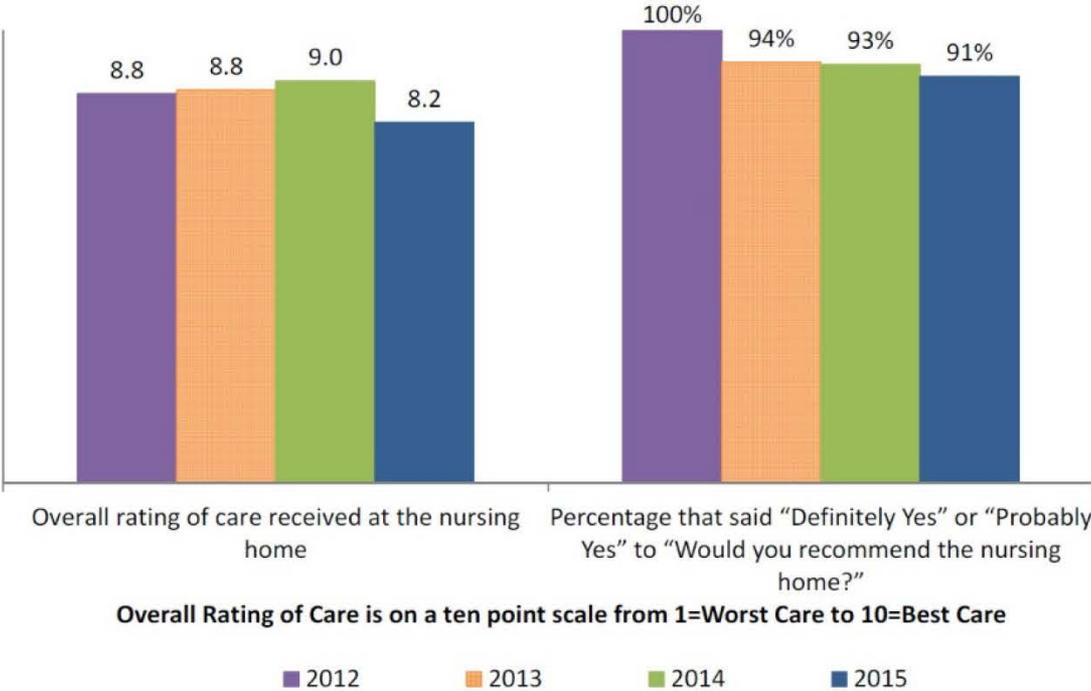
**Kt/V** is a number used to quantify hemodialysis and peritoneal dialysis treatment adequacy.



# Deer's Head Hospital Center

Figure 3. 2012-2015 Overall Ratings for Deer's Head Hospital Center - CCF

Overall rating of care scale used is from 1-10; higher scores are better.





# Deer's Head Hospital Center

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## Accomplishments

- Finalized a contract with Coastal Hospice for the skilled nursing home enabling residents to receive hospice care in the place they call home.
- Annual Office of Health Care Quality licensing survey found 100% error-free medication passes and NO findings related to direct resident care or dignity issues.
- Implemented a Restorative Nurse program.
- Maintained the KDU Mid-Atlantic Patient Safety five diamond rating for the fifth year in a row.
- Implemented primary care and wound management for outpatient KDU patients.
- Treated 11 patients through the new KDU acute real failure program.
- Excelling in rehabilitation.



# Western Maryland Hospital Center

- Western Maryland Hospital Center (WMHC), a specialty hospital and comprehensive care facility operated by the State of Maryland since 1957. WMHC provides a wide range of health and rehabilitative services for the residents of Maryland.
- WMHC is currently licensed for 123 beds and budgeted for 65 beds in FY 2017.



# Western Maryland Hospital Center

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## Mission & Vision:

- Provide patient-centered, comprehensive healthcare and rehabilitation services for the clinically complex patient and resident.
- Our exceptional people and healing environment will provide high quality care and comfort in mind, body, and spirit to those lives we touch.

## Core Competencies:

Quality

Compassion

Accountability

Communication

## Focus Areas:

Workforce

Quality

Customer

Finance



# Western Maryland Hospital Center

## **Specialty Hospital – High Intensity Medical Program (HIMP)**

Provides intensive medical care and rehabilitation to medically complex patients requiring frequent physician intervention and rehabilitation services. A healing environment utilizing an interdisciplinary approach to care and services. WMHC's vent weaning program is the only one of its kind in western Maryland. The program is licensed for 60 beds (includes BI).

## **Brain Injury Rehabilitation Program (BI)**

Provides acute rehabilitation for those returning home transitional care for those accessing the Brain Injury Waiver Program. The program is outcome driven, striving to restore function, independence, self-esteem and hope. It addresses the medical, cognitive, social, emotional, spiritual, and behavioral aspects of brain injury in a calm, home-like atmosphere. A waiting list typically exists for this program.



# Western Maryland Hospital Center

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## **Comprehensive Care (two units)**

Provides skilled nursing services, rehabilitation, and ventilator management to community residents requiring services, including those under 50 and those without any means of payment.

2East – ventilator dependent and complex medical patients

1East – traditional SNF with ambulatory residents

The combined Comp Care units are licensed for 63 beds.

## **Renal Dialysis Clinic (out-patient)**

Provides hemodialysis to community residents with End Stage Renal Disease as well as to WMHC's hospital patients and Comp Care residents with Acute Renal Failure.

There are 12 dialysis chairs in the clinic.



# Western Maryland Hospital Center

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Through contractual relationships with area specialty physicians, WMHC offers specialty clinic services to its patients and residents. They include:

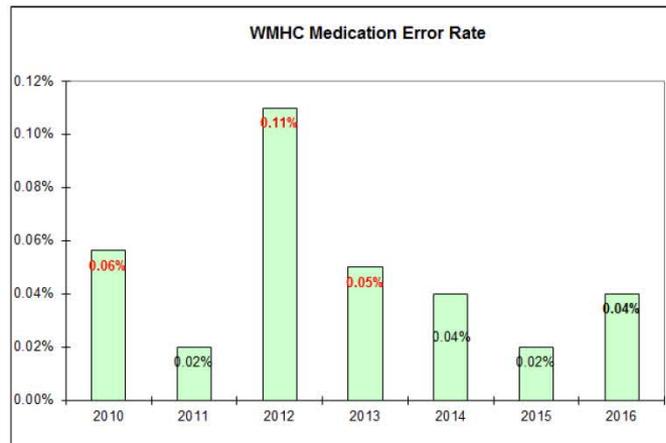
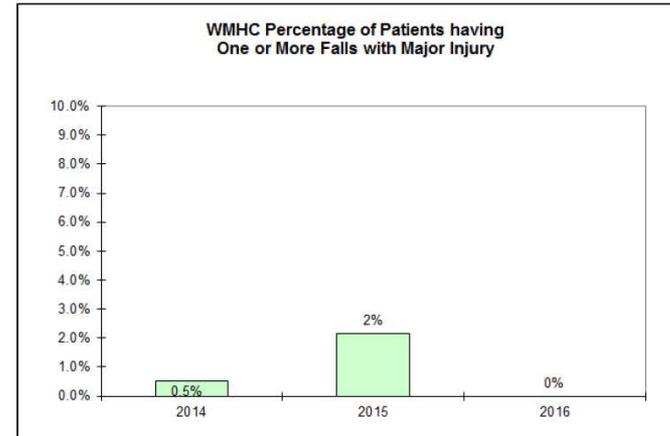
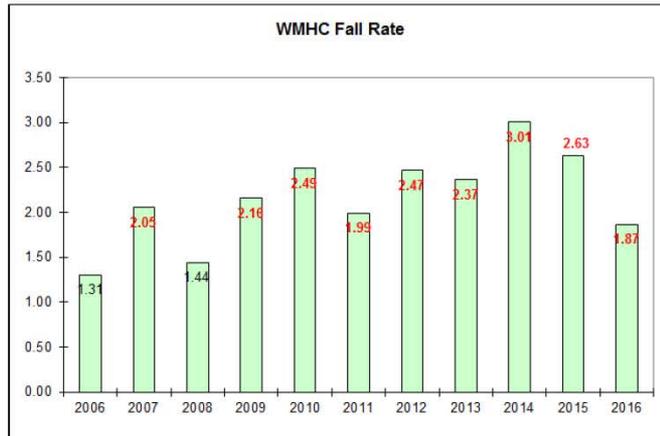
- Wound Clinic services
- Infectious Disease services
- Pulmonary Clinic services
- Podiatry Clinic services
- Dental Clinic services
- GYN Clinic services
- Prosthetic Clinic (in collaboration with a local prosthetic provider)



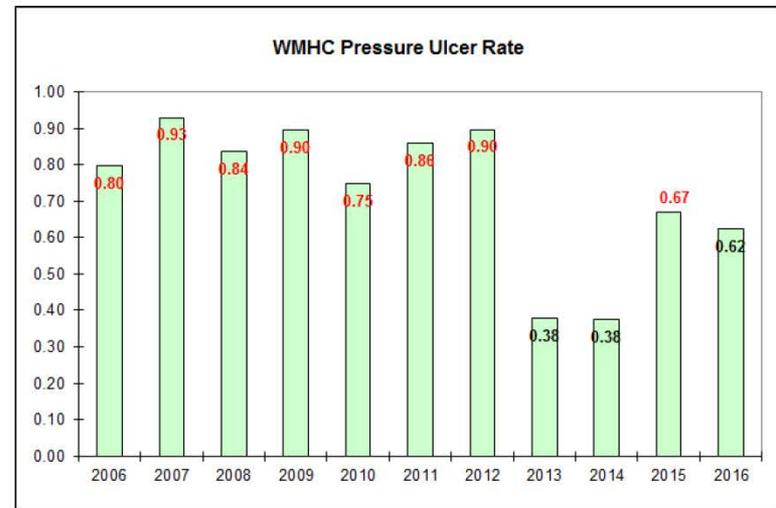
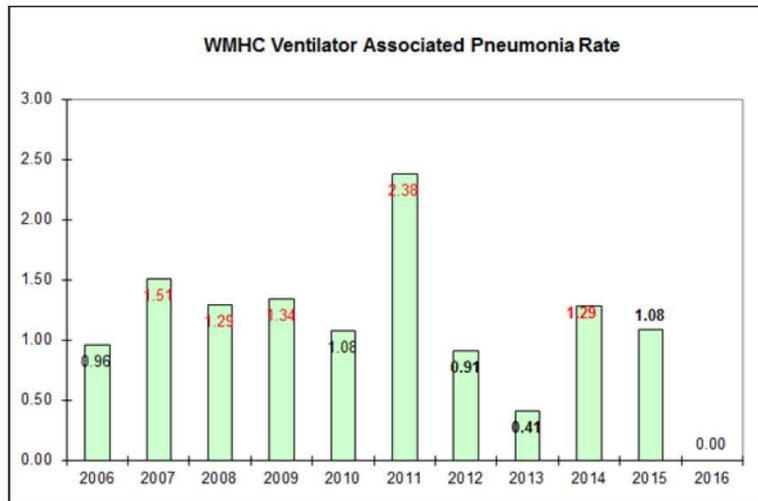
# Western Maryland Hospital Center



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# Western Maryland Hospital Center



# Western Maryland Hospital Center

## Accomplishments in FY 2016

- Electronic policy database (PolicyStat) – activated January 2016.
- Restructured Quality program and created collaborative Quality Team.
- Implemented LEAN Daily management concepts to promote purposeful rounding.
- Active and creative employee engagement committee.
- Employee succession planning (beginning with the interview & selection process)
- Received \$5,000.00 charitable donation for nursing education.
- Successful Maryland OHCQ survey
- Raised \$5,001.00 for Maryland Charity (goal of \$5,000.00; twice that of prior year)

