



Ferry County Public Hospital District

Improving Health – Saving Lives

Quorum Health Resources

Hospitals have been serving local communities for many years – so why does FCPHD need management support from Quorum Health Resources (QHR)? Let's begin the answer by reviewing some history. With added regulatory and other requirements to be licensed for receiving payment for services (think Medicare, Medicaid, insurance companies, Critical Access Hospital (CAH) designation & regulations, and continuing federal, state and private level changes in all of these), operating a hospital became much more complicated and risky. Through time these changes generally adversely impacted low-volume rural hospitals causing many to cease existence despite special CAH designation.

Not to many years ago FCPHD was just a whisper from joining the ranks of closed rural hospitals when the board decided to enlist the services of QHR to help chart a path back to survival. Those efforts were successful but new system challenges occur constantly that are both a threat to sustaining FCPHD as well as opportunities to improve it. Two years ago the board determined that the net operating cost of QHR services were beneficial to the district and negotiated a new contract. Approximately half the gross cost is recovered through current service reimbursement calculation rules.

QHR has been providing management services to community hospitals for nearly four decades, working with more than 100 hospitals nationwide, of which approximately half are CAH facilities. Quorum provides support to the hospital's community elected board and district leadership teams in making the critical decisions that enables our community to access sustainable Healthcare. The development of the Strategic Plan, Annual Business Plan and budget are but a few services Quorum offers FCPHD. Listed below are other supportive services offered to FCPHD:

- Reviewing insurance contracts.
- Assessing department operations for developing management action plans to assist in improving operations.
- Reimbursement specialists provide valuable cost report reviews and help the hospital model its anticipated reimbursement to make good financial decisions.
- Productivity benchmarks to help understand staffing requirements.
- Board and staff education throughout the year.
- Developing decision support tools such as monthly comparative data on operating indicators to help FCPHD identify areas for financial and quality improvement.
- QHR's CEO nationwide search services are again assisting the board in selecting a new CEO.

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