

CalvertHealth Medical Center

ABOUT

Founded in 1919, CalvertHealth Medical Center is a part of CalvertHealth, the largest private employer in Calvert County, Maryland, with nearly 1,400 employees. CalvertHealth has close to 350 providers offering more than 45 specialties.

CHALLENGE

CalvertHealth Medical Center is committed to quality care and to providing a positive patient experience. As such, they are always looking for ways to improve performance around sepsis, reduce hospital-acquired urinary tract infections (a performance measurement that is reported to the state), and streamline patient throughput.

SOLUTION

CalvertHealth Medical Center partnered with Adfinitas Health to provide several physicians and advanced practice providers to help deliver exceptional clinical care, from acute to post-acute. Adfinitas Health helps manage the day-to-day clinical operations and has become an integral part of the Calvert Health Medical Center team.



“The entire Adfinitas team has a high work ethic and level of integrity. They do a really good job.”

Diane Couchman, chief nursing officer at CalvertHealth Medical Center

RESULTS

Diane Couchman, chief nursing officer at CalvertHealth Medical Center, works closely with Adfinitas Medical Director Chang Choi, MD, FHM. “Dr. Choi has created a wonderful culture with the staff,” Couchman said. “He’s very approachable, very knowledgeable, and a team player.” Couchman says Choi acknowledges that his team of physicians can’t do their jobs without the nursing team.

“He’s open-minded and never defensive, and he’s really smart.”

Choi leads monthly operations meetings to discuss key hospital metrics, review any patient complaints, and address operational issues. He is also a key part of Calvert Health Medical Center’s multidisciplinary rounding approach to patient care. “The entire team is involved in our daily rounds,” Couchman says. “We talk about orders, imaging, daily goals, case management, and discharge needs for every patient.”



With Adfinitas Health, Couchman says there have been many improvements:

- 50% of discharge orders now occur before noon, up from 38%.
- A rigorous 4- to 6-month precepting training program for NPs and PAs results in highly skilled and competent mid-level practitioners.
- Throughput has significantly improved with admit to-placement times decreasing from 175 minutes to 101 minutes.
- The time from deciding to admit a patient to the physician writing orders has decreased from 60 minutes to just 19 minutes.