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HOSPITALIST SERVICES
Prepared for Humana



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Background

- One of the largest private hospitalist groups in the state of Florida
- Founded in 2001
- Acute Care and Skilled Nursing Divisions
- More than 70 providers
- Hospitalist services provided in 5 hospitals
- Skilled Nursing Program in 30 facilities
- > 60,000 discharges in 2014

Current Relationships and Reach

- Local, privately owned group with excellent collaborative relationships with hospitals, medical staff, payers and referring physicians
- PGA, JSA, PAUC, PAL, FPG, Paradigm, Wellmed
- United, Evercare, Preferred Care Partners,
- Over 450 PCPs and PCP groups refer to CFIM
- Approximately 65% of FH specialists refer to CFIM
- Expansion plans – additional counties, hospital system considerations





FLORIDA
HOSPITAL

Contract

- CFIM is one of a few select groups that have passed the stringent requirements to earn a contract.
- Criteria included:
 - Providing staffing consistency and continuity of care
 - Achieving excellence in HCAHPS
 - Improving communication and handoff across the care continuum
 - Reducing readmissions – Transition of care
 - Accountability

Exclusive Coverage

- CFIM is the only contracted group assigned to patients of PCPs without hospital privileges
- CFIM exclusive attending at two closed units at Florida Hospital
 - Transient Ischemic Attack Unit
 - Epilepsy Monitoring / Seizure Unit



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Our Acute Care Model

- Focused Teams
- Availability
- Continuity of Care
- Medical Management
- Quality Improvement

Focused Teams

- Dedicated team of hospitalists by campus
- Team focus on sets of patients
- Medical Director at each campus
- Daytime doctors, weekends, evenings, overnight hours
- Clinical and administrative office support
- Medical Management Team
- Management of catastrophic cases



Quality Improvement

- Patient Satisfaction
- Customer Service
- Implement best practices
- Accountability



Availability

- 24/7 in house coverage
- In-person handoff from ED



Continuity Of Care

- The same doctor each day
- Transition of outpatient to inpatient
- Transition of inpatient to SNF, PCP, or Home Health



Medical Management

- Appropriate use of consultation
- Appropriate use of Observation
- Chart Review
- Power Plans



Focused Teams

- Dedicated team of hospitalists by campus (can focus on sets of patients)
- Medical Director at each campus
- Daytime doctors, nocturnists, extenders, rounding nurses
- Clinical and administrative office support
- Medical Management Team
- Management of catastrophic cases

