All Beebe Medical Group Primary Care Practices Earn National Recognition for Patient-Centered Care

NCQA PATIENT-CENTERED MEDICAL HOME™ STANDARDS EMPHASIZE ENHANCED CARE THROUGH PATIENT-CLINICIAN PARTNERSHIP

The National Committee for Quality Assurance (NCQA) recently announced that all nine of the Beebe Medical Group Primary Care Practices of Southern Delaware have received NCQA Patient-Centered Medical Home (PCMH) Recognition for using evidence-based, patient-centered processes that focus on highly coordinated care and long-term, participative relationships.

The NCQA Patient-Centered Medical Home is a model of primary care that combines teamwork and information technology to improve care, improve patients’ experience of care and reduce costs. Medical homes foster ongoing partnerships between patients and their personal clinicians, instead of approaching care as the sum of episodic office visits. Each patient’s care is overseen by clinician-led care teams that coordinate treatment across the healthcare system. Research shows that medical homes can lead to higher quality and lower costs, and can improve patient and provider reported experiences of care.

“This has been a tremendous accomplishment for our Beebe Medical Group PCMH team led by Dr. Eric Hale, Medical Director, Primary Care and Emily Oakes, Clinical Support Manager. This process normally takes up to two years to accomplish and our team completed the process in just 8 months, with the incredible engagement of all our primary care providers. Obtaining this certification is a reflection of the dedication and high-quality care provided by our primary care team,” said George V. Jirak MD, MBA, FACOG, President of Beebe Medical Group.

“NCQA Patient-Centered Medical Home Recognition raises the bar in defining high-quality care by emphasizing access, health information technology and coordinated care focused on patients,” said NCQA President Margaret E. O’Kane. “Recognition shows that Beebe Medical Group’s Primary Care Practices have the tools, systems and resources to provide its patients with the right care, at the right time.”

To earn recognition, which is valid for three years, Beebe Medical Group’s Primary Care Practices demonstrated the ability to meet the program’s key elements, embodying characteristics of the medical home. NCQA standards aligned with the joint principles of the Patient-Centered Medical Home established with the American College of Physicians, the American Academy of Family Physicians, the American Academy of Pediatrics and the American Osteopathic Association.

To find clinicians and their practices with NCQA PCMH Recognition, visit http://recognition.ncqa.org.

About Beebe Healthcare
Beebe Healthcare is a not-for-profit healthcare system that offers comprehensive medical care and outpatient services throughout Sussex County, Delaware. For more information, please visit us online at beebehealthcare.org.

Spread the word to your patients about Beebe Healthcare’s Nurse Navigator, Carrie Snyder, MSN, APRN, FNP-BC.

Beebe offers Nurse Navigators to help connect residents and visitors with healthcare services they need. The nurse navigators can help answer your patients’ questions, set appointments, or provide valuable information about health screenings.

To learn more about all the ways Carrie can help, visit www.beebehealthcare.org/nurse-navigator-carrie.

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Beebe Medical Foundation Receives Record $10 Million Donation

The Beebe Medical Foundation and Beebe Healthcare announced this July a transformational gift of $10 million from the Ma-Ran Foundation to name the Margaret H. Rollins Pavilion on the Lewes Campus. This gift represents the largest gift received by Beebe, the largest gift in Sussex County, and one of the largest gifts made in the state of Delaware. The $10 million gift will partially fund a four-story patient wing and pavilion on the Savannah Road campus that was recently announced as part of Beebe Healthcare’s proposed $180 million facilities and services expansion. This wing will extend the capacity for complex medical and surgical cases, add all private rooms, and create a dedicated new Women’s and Children’s Department on the second floor.

“Anticipated enhancements for the new Women’s and Children’s Department include larger rooms, cosmetically appealing, windows, and more beds as our volumes and population continue to increase. Currently nursing is driving the positive birth experience, our accommodations are dated so this donation will not only enhance our space but contribute to the overall birth experience. This will also be a huge staff satisfier to do a job they love in a bigger more beautiful space,” said Bridget Buckaloo, Executive Director of Women’s and Children’s Health Services, Beebe Healthcare.

“Larger, private rooms will support the Baby Friendly concept by promoting rooming in and breastfeeding. It will also provide space for a family member to stay and support mom,” adds Lisa Klein, Nurse Manager, Women’s and Children’s Health Services, Beebe Healthcare.

The Rollins family has supported Beebe for more than 30 years with their loyal support. In 2011, R. Randall Rollins and Margaret (Peggy) H. Rollins donated $3 million through their Ma-Ran Foundation toward the expansion and naming of Beebe Healthcare’s Margaret H. Rollins School of Nursing, previously the Beebe School of Nursing.

“As Beebe continues to plan and develop services, programs, and facilities for our growing population, we will look to those we serve for their continued confidence in what we are doing as well as their support to help us expand throughout the county,” said Jeffrey M. Fried, FACHE, President and CEO, Beebe Healthcare. “Beebe has been so fortunate over its 100+ year history to be able to count on the community not only for their support of our physicians, nurses, and other team members and the services they provide, but also for their financial support and investment in Beebe. Our expansion plans will not only transform the way we deliver care but will also make medical services so much more accessible in our community. We thank the Rollins family for this incredibly generous gift, and for helping us continue the legacy started by James and Richard Beebe when they built a two-room, three-bed hospital in 1916 to serve their growing community.”
### A Testimonial for Beebe's Ornish Reversal Program

"As a patient who was in A-Fib 50% of the time, I knew that improving my health was necessary, and I needed to make a change. I was running a race all of the time that nobody could see, but I could feel. When I read about Dean Ornish and his Heart Reversal Program, I was overjoyed that it was coming to my hometown hospital. The program of plant based diet, sensible exercise, personal meditation and yoga, supportive communication with others, seemed altogether serene and sensible to me. Having nine weeks of experience and practice made it the right choice for me, because good health habits take time to develop, but will last longer. I had the desire to make changes, and a personalized plan with the help of the caring Ornish Team. I carry on feeling supported and empowered, by helping the new participants and supporting the Ornish team when I’m volunteering there. I hope my experience makes a difference to them, because I know they are helping me stay with the program for my lifetime," shared Lorraine Messit, former Ornish participant and current volunteer.

### Which Cardiac Rehabilitation Program is Right for Your Patient?

**ORNISH VS TRADITIONAL CARDIO REHABILITATION**

Beebe Healthcare offers two cardiac rehab programs: Traditional and the Ornish Reversal Program. Program participants may or may not have had a heart attack or heart surgery (or other heart procedures). When discussing with patients on which cardiac rehab program may be right for them, consider the following similarities and differences to determine which program may be better suited:

<table>
<thead>
<tr>
<th>ORNISH REVERSAL PROGRAM</th>
<th>TRADITIONAL CARDIAC REHAB</th>
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<tbody>
<tr>
<td><strong>DURATION</strong></td>
<td>4-hour sessions over a 3-month period (72 total hours)</td>
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<tr>
<td><strong>ENROLLMENT</strong></td>
<td>Specific group start/end program dates</td>
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<tr>
<td><strong>REIMBURSEMENT</strong></td>
<td>Depending on insurance coverage</td>
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<tr>
<td><strong>PROGRAM COMPONENTS</strong></td>
<td>Sessions include: Exercise, stress management instruction, group support and nutrition education (including meal)</td>
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<tr>
<td></td>
<td>Post program completion: Alumni Community Meetings and Online Community Support.</td>
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<tr>
<td><strong>FOCUS/PURPOSE</strong></td>
<td>Can serve as a non-invasive treatment alternative. Focused on reversing and/or preventing heart disease.</td>
</tr>
<tr>
<td><strong>OUTCOMES</strong></td>
<td>Typical outcomes can include moderate reduction in body weight, depression, angina frequency, blood pressure and cholesterol levels, and better control of blood sugar levels.</td>
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### HIGHLIGHTED CLINICAL OUTCOMES:

- **Beebe’s Ornish Reversal Program:** Since the Ornish Reversal Program came to Beebe Healthcare in September 2015, there have been a total of 13 cohorts, consisting of a total of 76 participants. Recent clinical outcomes show that of these total 76 patients, the average weight at baseline is 202.51 lbs, and at completion of the program, down to 192.01 lbs, marking a 5.20% decrease. The total pounds lost for all cohorts as of August 2017 has been 783.2 lbs. There has been a significant improvement in blood pressure; at baseline, the average systolic was 124.23, and by completion of the program showed a collective 7% decrease to 115.02. Baseline average diastolic was 69.51, and at program completion, 67.14 indicating a 52.6% improvement. Also, using the Center for Epidemiologic Studies Depression Scale, the average baseline score was 10.30, and by completion of the program, 4.90 indicating a 52.6% improvement. Measuring the improvements for average cholesterol, the baseline average was 161.60, and down 9.52% to 146.20 by completion of the program. Also, using the Center for Epidemiologic Studies Depression Scale, the average baseline score was 10.30, and by completion of program, 4.90 indicating a 52.6% improvement.

- **Traditional Cardiac Rehab Program:** Out of 211 total patients during the calendar year of 2016, the average BMI among the traditional cardiac rehab program participants at baseline was 31.00, and at the completion of the program, 30.50. The average systolic blood pressure decreased by 2% from 121 to 118, whereas diastolic remained static at 66. Traditional rehab participants during this timeframe had a baseline average total cholesterol of 153, and by program completion it lowered to 146 marking a 5% decrease. Using the Center for Epidemiologic Studies Depression Scale, the average baseline score was 3.9, and by completion of program, 2.3 marking a 41% improvement. Exercise time each day showed a 100% increase from 20 to 40 minutes of exercise a day.

“We are lucky to be able to offer a choice in Cardiac Rehab at Beebe Healthcare; traditional or intensive Cardiac Rehab. We can help patients maintain their health or reverse their heart disease- it all depends on the patient’s commitment and the support of the physician,” said Abby Tschoepe, Manager of Non-Invasive Vascular Services.
Free Home Safety Assessment Available

Beebe Home Care Services is now offering free home safety assessments in an effort to ensure a patient's safe return home following hospitalization or surgery. A physical therapist or occupational therapist will schedule an appointment and complete a room to room safety inspection to identify any hazards inside or outside the home. The assessments look for areas that could trigger a fall after surgery, as falls are the leading cause of injury in older Americans. In 2014, falls accounted for 7 million injuries, according to the Centers for Disease Control and Prevention.

Areas that could trigger a fall include: loose rugs, bathrooms without grab bars, laundry rooms, hallways with excess furniture, or stairs without proper railings.

“Older adult falls are increasing and, sadly, often herald the end of independence,” said CDC Director Tom Frieden, M.D., M.P.H. “Healthcare providers can make fall prevention a routine part of care in their practice, and older adults can take steps to protect themselves.”

“With more than 10,000 older Americans turning 65 each day, the number of fall-related injuries and deaths is expected to surge, resulting in cost increases unless preventive measures are taken,” Frieden noted.

In addition to home safety assessments, which can help prevent a patient fall, Beebe’s home care providers can also help patients after surgery by providing in-home medical care, including physical therapy and vitals management.

If you have a patient who may be interested in setting up a free safety assessment, please instruct them to call Beebe Home Care Services at (302) 934-5830 or find more information online: www.beebehealthcare.org/patient-care-services/beebe-healthcare-home-care-services.

Pulmonary Rehab Program Certified by Industry Leader

Beebe is proud to announce the certification of its pulmonary rehabilitation program by the American Association of Cardiovascular and Pulmonary Rehabilitation (AACVPR). Beebe was recognized for its commitment to improving the quality of life by enhancing standards of care.

Beebe’s pulmonary rehabilitation program participated in an application process that requires extensive documentation of the program’s practices. AACVPR Program Certification is the only peer-review accreditation process designed to review individual programs for adherence to standards and guidelines developed and published by AACVPR and other professional societies. Each program is reviewed by the AACVPR Program Certification Committee and Certification is awarded by the AACVPR Board of Directors.

AACVPR-certified programs are recognized as leaders in the field of cardiovascular and pulmonary rehabilitation because they offer the most advanced practices available. AACVPR Program Certification is valid for three years.

Beebe also received the Healthgrades® Pulmonary Care Excellence Award™ for 2017. This award reflects the care Beebe’s multidisciplinary team of pulmonologists, respiratory therapists and others provide patients which lung and breathing problems, such as chronic obstructive pulmonary disease (COPD).

For more information about Beebe’s Pulmonary Rehabilitation program or Respiratory Services provided, call (302) 645-3298.