

Case In Point



**PROVIDER:**

- Columbus Community Hospital

**LOCATION:**

- Columbus, NE

**SIZE:**

- 50-bed facility

**INSIGHTS:**

- Awarded five-star rating by Healthgrades.
- Serves roughly 50,000 people.
- Provides inpatient and outpatient services.
- Mounting COVID-19 cases placed pressure on staff.
- Limited local resources to deliver care.

**DEPLOYMENTS:**

- Pulmonary and Critical Care telemedicine services integrated to provide consultations.
- Teledigm Health operated with on-site staff for treatment accuracy and efficiency.
- Telehealth played a key role in improving patient care.
- Gained vital physician support during the COVID-19 pandemic.

## Hospital Achieves Five-Star Rating, Telemedicine Supports Excellent Care

### The Situation

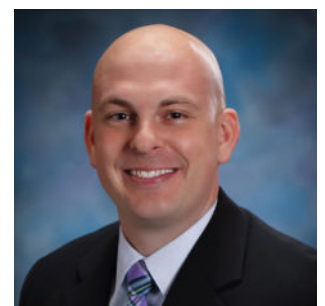
Like all healthcare providers, Columbus Community Hospital has faced immense challenges during the COVID-19 pandemic. Despite the pressures of the healthcare crisis, the hospital rose to the challenge and earned a five-star rating from Healthgrades – a rating that is based on patient outcomes. CCH leaders credit their staff’s hard work and Teledigm Health in their success.

“That hard work includes awesome clinical care from our physicians, nurses, CNAs and lab techs,” explained Lisa Perrin, director of the acute care and intensive care unit. “It is truly teamwork to be able to care for our patients and receive those five stars.”

Dr. Kurt Kapels, hospitalist and clinical director of Inpatient Physician Associates, added, “We try to provide excellent care in every aspect of what we do, especially during these crazy times. It becomes a little bit more challenging, but it just shows that if you put in work and you mind the details of what you’re doing, the results will speak for themselves.”



**Lisa Perrin, BSN, RN, CCRP**  
Director of Acute Care



**Kurt Kapels, MD**  
Hospitalist, Clinical Director

### The Service

Columbus Community Hospital utilizes Teledigm Health’s pulmonary and critical care services for consultations. As Dr. Kapels noted, those resources were vital during the pandemic.

“We have called on Teledigm quite a bit, especially during times of COVID,” he said. “When people are very ill with COVID, a lot of the time that’s due to respiratory issues, so a pulmonologist becomes that much more vital in caring for someone during a respiratory pandemic. This team also provides critical care skills that allow us to care for more complex patients here in Columbus.”

Perrins says that using Teledigm has relieved some of the stress for healthcare workers, and it has been a simple process for patients to adjust to.

“It’s been seamless,” she says. “You have video, so the patients are able to see the physician on the monitor. It’s as if they’re in the room. The physician can listen to the patient and offer a complete assessment.”





## The Results

For exceptional care, Columbus Community Hospital was awarded a five-star rating from Healthgrades. The hospital's performance was measured by patient outcomes with methodologies adjusted for each patient's demographics and risk factors. Every year, Healthgrades reviews its evaluation process for accuracy and relevance.

According to Healthgrades, patients treated at hospitals with a five-star rating have a lower risk of complications and mortality. According to its website, "If all hospitals as a group performed similarly to hospitals receiving 5-stars as a group, 218,785 lives could potentially have been saved and complications in 148,681 patients could potentially have been avoided."

"In my opinion," Dr. Kapels stated, "I think it (the five-star rating) shows everybody involved the quality of care that is being provided here. It shows that this is an important resource that has paid dividends of helping our patients, both from an outcome standpoint and being able to stay local standpoint."

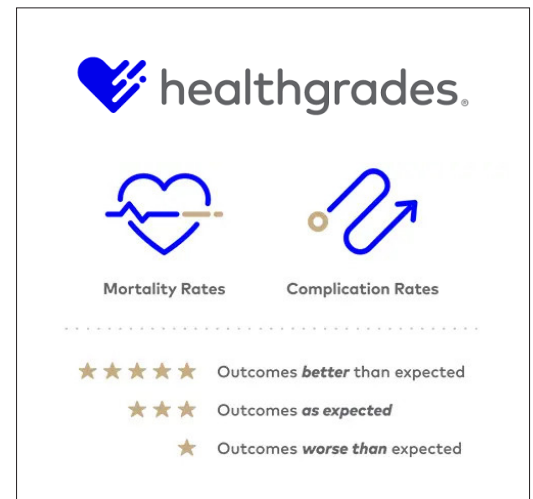
It shows that staying in Columbus for care isn't just convenient – it's desirable.

"Our patients would always like to stay in Columbus if they can get the care they need," he continues. "The more we are able to meet that goal, the more it benefits our hospital, our care teams, and our patients."

According to Perrins, providing Teledigm Health specialized services at Columbus Community Hospital has also brought comfort to patients with chronic health conditions.

"I think there's still some peace of mind that we're bringing that larger hospital to them – at home," she explained. "They know that that pulmonologist is from Teledigm Health, and they're receiving the same services here."

Dr. Kapels added, "I can say for a fact that we've been able to take care of more complex patients and provide better care because of having our telehealth services assisting us. Getting providers to the patients rather than getting the patients to the providers is an important bridge Teledigm Health has been able to provide. So, this is a line of service that I'm sure will only continue to grow both locally and nationally as we move forward."



Hospital quality scale from [healthgrades.com](https://www.healthgrades.com).



*"We congratulate Columbus Community Hospital on their five-star rating from Healthgrades. Their success demonstrates the quality care that they provide and the endless potential of telemedicine. We're honored to continue to partner with them."*

– **Shane Fleming**, Teledigm Health Co-Founder & Chief Development Officer

