



Baptist Hospital & Diversified Clinical Services: Success Through Teamwork

After fifteen years of operating a wound program, Baptist Hospital in Nashville, Tennessee chose to optimize the program by partnering with Diversified Clinical Services in 2004. Since initiating this partnership, Baptist Hospital's Wound Care Center® has achieved healing rates as high as 92.6%.

"We see results from our team approach to healing patients" said Greg Pierce, the Center's Program Director. "Our healing rate reflects the dedication of our staff and physicians."

BEST-PRACTICE METHODOLOGY

Facilitating this team approach is a structured best-practice methodology to case management. The center's case management process includes mechanisms to ensure that all members of the team, including intake nurses, case managers, physicians, the program director, the patient's primary care physician and others, provide seamless communication to each other and the patient to provide the most effective outcomes possible.

"Everyone at the Center is oriented towards getting wounds to heal and the total care of the patient... we stay in contact with the patient's physicians, whether it's their primary care physician or endocrinologist or orthopedic surgeon or vascular surgeon, to make sure everybody is on the same page"

*– Warren Patterson, MD
Plastic Surgeon*



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COMPREHENSIVE TEAM APPROACH

Pierce explains their process as the best way to treat patients successfully.

“Through good team communication and follow-up, we continually exceed patient expectations.” This team-based approach of handling patients extends to nutritional counseling, smoking cessation, and diabetes control as well as patient education for homecare.

Baptist Hospital's Wound Care Center's commitment to teamwork extends to its relationships with other units within the hospital, as well as outreach efforts. From participation in the hospital's diabetes health fair to informal meetings with referring physicians, the Center's entire staff finds opportunities to promote the Center as a valuable resource.

“I like seeing the results that we get from the team. I can actually see the results in the patients, so most every patient that walks out of here is healed; that's very rewarding.”

*Greg Pierce
Program Director*