

Enhance Quality, Performance, and Patient Care

Vituity applied a successful hospitalist model to inpatient psychiatry

In February of 2018, Vituity implemented our psychiatric hospitalist staffing model at Dignity Health's Woodland Memorial Hospital. The 30-bed inpatient psychiatry unit was previously staffed by consulting psychiatrists with competing priorities, and the hospital struggled with inconsistent provider coverage and quality of care.

Unlike more traditional community psychiatrist staffing models, our program mirrors that of the medical hospitalist model, in which a dedicated, full-time, inpatient psychiatric team staffs the hospital's inpatient unit and is on-site 8-12 hours a day. This dedicated team manages behavioral health patients' complete treatment plan from admission through discharge, including partnering with intake to screen new patients for admission appropriateness. They participate in daily treatment planning, discharge meetings, therapies, and family meetings.

Results Achieved

LEADERSHIP: Vituity recruited a strong medical director with a passion for acute psychiatry and team building. The medical director worked with existing staff on standardizations of care by establishing nurse/physician dyads, co-managing care with advanced providers, participating in multidisciplinary hospital committees, and discussing appropriateness of referrals and case-setting alternatives with emergency medicine physicians and social workers.

RESULTS: More appropriate admissions, increased standardization of treatment plans, more appropriate length of stay (LOS) based on patient acuity, and improved disposition planning.

CONSISTENT STAFFING: Vituity implemented a full-time hybrid staffing model, where a psychiatrist develops treatment plans and manages admissions and discharges, and an advanced provider manages day-to-day care and follow-up plans. Psychiatrists are also available for family and case management meetings.

RESULTS: Reduced care delays, enhanced quality, improved patient satisfaction, and reduced provider staffing costs.

ACCURATE DOCUMENTATION: Vituity partnered with the hospital to develop a template that works with the existing EMR to accurately document care. Expectations were established for daily documentation for each patient. A dedicated, in-patient psychiatry team is best positioned to determine patient acuity, appropriate treatment, and timely dispositions.

RESULTS: More complete documentation, fewer payment denials, and significantly increased facility and professional collections.

Within 90 days, the inpatient unit at Woodland Memorial Hospital was fully staffed with Vituity psychiatric providers, and solutions were in place to resolve the hospital's major pain points.

“The partnership with nursing and the entire team is amazing. This has been a successful transition, with great expertise. In a short period of time, we have gone from operating the unit at a loss to bringing in a profit, and we have only seen the unit improve since Vituity took over.”

Joseph D'Angina, Chief Financial Officer, Woodland Memorial Hospital

Benefits to Woodland Memorial Hospital

Having a dedicated inpatient psychiatry staffing model led to more consistent, compassionate, and quality clinical care.



Improved Access

Dedicated in-hospital psychiatric presence with physician-driven treatment planning and discharge coordination



Right Length of Stay

Focus on appropriate admissions, accelerated dispositions, and appropriate lengths of stay to optimize patient outcomes and reimbursement



Additional Revenue

A 90% reduction in payment denials for the hospital and an increase by double in pro fee collections, which reduced the staffing stipend—all in nine months' time



Scott Zeller, MD, leads Vituity's Acute Psychiatry Solutions division. Dr. Zeller is internationally recognized as a leading researcher, advocate, consultant, author, and speaker in the field of acute and emergency psychiatry. He has helped hospitals and communities around the world to implement patient-centered delivery models that promote dignity and improve clinical outcomes.

Transforming the Delivery of Acute Psychiatry

Vituity provides customized care solutions with on-demand telepsychiatry, development and leadership support for psychiatric emergency units, and inpatient staffing through our psychiatric hospitalist model. It is through these innovative services and our partnership with hospitals and health systems, that we are raising the standard of care. Our aim is for all patients to receive timely, high-quality services in the right care setting, with compassion and respect.

About Vituity

As a physician-led and -owned partnership, Vituity drives positive change in healthcare, providing integrated acute care across the country while serving 6.4 million patients annually. Vituity's acute focus and compassionate care are the driving forces that have placed us **at the heart of better care.**

To learn more, visit
[vituity.com](https://www.vituity.com).

