

## Shared Learnings

### Medicaid Accelerated eXchange (MAX) Series

#### Program Overview

Cortland Regional Medical Center joined the Guthrie Clinic on January 2, 2019 becoming Guthrie Cortland Medical Center. In 2017, the Guthrie Cortland team participated in the MAX program, creating an action team to identify a targeted group of high utilizers to better wrap services around. The action team partnered with Hospicare to provide palliative care consultations to those that scored positive and partnered with Cortland County Area Agency on Aging (CCAAA) to provide effective post-discharge services to address the targeted populations' needs outside of the hospital, through community care coordination.

**Start Date:** March 2017

**End Date:** July 2017

**Target Population:** High utilizers of the Emergency Department that reside in Cortland County

#### Program Goal



Reduce 30-day readmissions and/or inpatient admissions by 10% over a six-month period

#### Learnings



Partnership between the action team and community organizations, such as, Hospicare and Cortland County Area Agency on Aging is important when wrapping services around patients that have palliative care needs or need extra services post-discharge to get back on their feet.



Palliative care service improvements can help reduce avoidable hospitalizations.

#### Organizational Profile

**Organization:** Guthrie Cortland Medical Center

**Website:** <https://www.guthrie.org/location/guthrie-cortland-medical-center>

**Counties Served:** Cortland and surrounding communities

#### Contact Information

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