



Cookeville Regional Medical Center (CRMC)

Reducing Readmissions, Accelerating Patient Discharge Processes and Improving Health Outcomes with TwelveStone



The Challenge

During instances of high patient volume, specialized, clinical professionals at CRMC are stretched thin, unnecessarily extending care downtime.



The TwelveStone Solution

The TwelveStone team is able to deliver on-demand care, quickly and efficiently.

Nestled in the Upper Cumberland of Tennessee, Cookeville Regional Medical Center (CRMC) is a 267-bed, general medical and surgical hospital. As one of the largest and busiest healthcare facilities in the area, nearly 50,000 patients pass through the doors of CRMC each year for emergency care.

As part of their commitment to continuous improvement, the leadership team at CRMC identified an opportunity to accelerate care delivery - always with an eye towards helping patients get the care they need, when they need it. As a healthcare hub for the area, CRMC had been admitting an increasing number of patients, with many needing specialized services such as infusion and respiratory therapies and enteral feedings that can only be administered by clinicians trained in these areas. As admission volumes would periodically swell, the staff to patient ratio would shrink and care delivery timeframes grew.

CRMC chose TwelveStone to augment their existing staff and has since experienced tremendous improvements. Prior to working with TwelveStone, CRMC staff would have to fax in requests for specialized clinical services and wait for internal team members to become available. Now, CRMC has the flexibility to request the help of TwelveStone registered clinicians who are available on-demand, 24/7.

Barbara Davis, Director of Nursing for Nurse Case Managers at CRMC, is excited about the partnership with TwelveStone. "Since working with TwelveStone, I've seen a more rapid turnaround of care delivery here at CRMC. The average hold times for specialized care has shrunk from three hours to 60 minutes, which is incredibly meaningful to me. Patients are more satisfied because they're able to go home more quickly and I'm assured that my patients are well educated during discharge, reducing the risk of readmissions. It's my responsibility as a professional to deliver the best care possible and TwelveStone helps us do just that."

Since partnering with TwelveStone, CRMC has been able to address a critical need in patient care while also solving the issue of efficient staff management.

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"TwelveStone has solved the issue we've been wrestling with, like so many other busy healthcare providers. Do you hire more full-time staff and risk not being able to justify the cost? I feel blessed to have TwelveStone as a partner, it's a relationship that's more like a family, not just a business."

CRMC is continuing to raise the bar in terms of patient care and satisfaction. Leveraging the clinical expertise of the team at TwelveStone, CRMC is making good on its commitment to the residents of Middle Tennessee.

