



Buffalo Medical Group Hospitalist Care

Buffalo Medical Group (BMG) has provided hospitalist care at two local hospitals for the last 10 years. BMG hospitalist care has now expanded and treatment is provided at three Western New York hospitals. In the fall of 2012, a BMG Hospitalist unit was opened at Sisters of Charity Hospital which features a new model of care that enhances quality, improves efficiency and lowers cost.

Key features of the dedicated hospitalist unit at Sisters include:

- Direct admission to the unit for many appropriate patients bypassing the emergency room
- Care from BMG staff that ensures that patients and caregivers are kept well informed throughout the hospital stay. BMG providers staff the unit around the clock
- A dedicated care team with private rooms
- A discharge planner ensures that patients are connected with all medications, therapies, durable medical equipment and other services to lessen post-discharge anxiety and avoid unnecessary readmissions
- After discharge, the care team contacts the patient's primary care provider and the patient to assure a smooth transition to home or a rehab facility, and back to the patient's BMG primary care physician.

The Sisters Hospital unit is experiencing lower length of stays and reduced readmission rates for BMG patients. Because of our focus on care coordination, Sister's hospitalist unit patients' are experiencing a 2.5 day **lower** hospital stay as compared with similar patients at Buffalo General Medical Center, without compromising quality. Because of our focus on quality, the unit is experiencing a **significantly lower** readmission rate than the national average which means that our patients are not returning to the hospital because of unresolved health problems.

Also Buffalo Medical Group's electronic medical record system ensures that the patient's primary care physician and hospitalist care team are in sync with medical history, and recent treatment and testing to reduce the chance of repeat testing.

Patient satisfaction is very favorable, here's what one of our patients told us....

Thomas Kelly was directly admitted to the unit last winter and he related that he appreciated the wonderful care he received.

"Communication about my treatment was excellent, and the hospitalist staff even took the time to update my daughter about my care when she arrived after I was admitted," he explained. "The huge, private room also was a plus during my stay at Sisters."

If your future care may involve a hospital stay, talk with your primary care provider about the BMG Sisters Hospitalist unit.