

Enhancing Maternal Care Continuum: An OB Hospitalist Program's Impact on Hospital, Clinic, and Family Practice Residency Program Integration

**CASE STUDY: WEST TENNESSEE HEALTHCARE JACKSON-MADISON
COUNTY GENERAL HOSPITAL**



Located in
Jackson, TN



Performs about
3,400 **deliveries** a year



OBHG deliveries have
grown **167%** since 2020



OBHG partner
since **2011**

Challenge:

Changes with OB/GYN providers in the community

West Tennessee Healthcare Jackson-Madison County General Hospital is a 771-bed hospital located in Jackson, TN. Jackson, TN is known as the “hub city” and is the relative midpoint of West Tennessee, between Memphis and Nashville.

In 2011, Jackson-Madison County General Hospital's deliveries numbered approximately 3,100 per year. Many changes were occurring with the OB/GYN providers in the community. One of these changes was the anticipated retirement of a community provider carrying a heavy load of TennCare Medicaid patients. The hospital realized that they would have to absorb some of the deliveries once the physician retired.

Around the same time, one of the Jackson, TN community OB/GYN learned about Ob Hospitalist Group at a conference where he met OBHG's founder, Dr. Chris Swain. The physician referred OBHG to Jackson-Madison County General Hospital and discussions began with OBHG about bringing an OB hospitalist program to the hospital.

The Jackson-Madison hospital team of decision makers included members of administration, executive director and director of nursing and community OB/GYNs. The hospital team educated some of the physicians about implementing a program to address growth and it took a collaborative team effort to look at all the pieces that had to be put into place for an OB hospitalist program.

“OBHG has been wonderful to partner with us, not only as a hospital but as a healthcare community.”

**Deena Kail, Executive Director,
Women & Children's Center, Jackson-
Madison County General Hospital**

Solution:

Establishment of an OB hospitalist program to support community physicians

The time frame to ramp up the program took about six months. This was OBHG's first program in Tennessee. Jackson-Madison brought OBHG's credentialing department into interviews early on to prevent obstacles later. The hospital secured a house for traveling clinicians to stay in as they drove in from middle TN and Chattanooga.

Initially, the hospital launched the program with rooms in labor & delivery before the obstetric emergency department (OBED) was established in a six-bed area just down the hallway from labor & delivery. The OB hospitalist program works closely with three private OB groups in the area, supporting the community physicians with emergency care as well as C-sections and other OB/GYN services.

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Results:

Growth in volume, healthcare community support

Jackson-Madison has since **expanded its OB hospitalist program three times from one physician in a 24-hour shift to two physicians and a certified midwife**. With OBHG's support, volume has grown, with OBHG managing 26% of the hospital's deliveries

in 2022, almost triple the amount delivered in 2020. Jackson-Madison County Community Hospital celebrates 14 years of partnership with OBHG in 2024.

"The nurses LOVE the OBHG program. They are happy always having OBs in the department for emergencies. The community OBs love having them here. OBHG has created a different model of how they take call in the last two years.

Deena Kail, Executive Director, Women & Children's Center, Jackson-Madison County General Hospital

Expansion and a Community Clinic

In 2019, Jackson Madison made the decision to close their system-owned OB clinic. They had to absorb the population and brought in certified nurse-midwives and physicians to expand the hospitalist program.

Two physicians wanted to maintain a community clinic practice part-time, so an outside clinic, Christ Community Clinic, came into the area to support the underserved population. The clinic provides adult and pediatric care and OB/GYN services.

The hospital worked with Christ Community Clinic to hire the clinicians part-time, OBHG hired them full-time, and they were able to keep the clinicians in the community. The clinic provides patient prenatal visits and postpartum care afterwards. They send patients to the hospital for deliveries. This partnership provides a continuum of care for patients in the community.

University of Tennessee Family Medicine Residency Program Support

Jackson-Madison has a UT family medicine residency program and OBHG physicians work with the residents. Because this program only has one OB/GYN physician, OBHG clinicians are extremely helpful and take on some of that case load.

The residents work on Tuesdays and one/two Saturdays a month. OBHG cares for any of those patients that need C-sections or need extra help. This arrangement supports the family practice residents while patients get the quality level of care that they need when the residency program doesn't have an actual OB on call.

OBHG provides a valuable service to the training program and to that population of patients, and they manage a good number of deliveries. OBHG's clinicians have been recognized for their exceptional work with the residency program. Dr. Elliott Roberts, Site Director at Jackson-Madison County General Hospital, was named Outstanding Clinical Specialty Preceptor of the Year by the University of Tennessee Family Medicine Program in 2019.

