

# Medcentral Health System

*Grow volumes and reduce outmigration.*

## Results

# 20%

**increase** in open-heart  
surgical volume in just 1½ years



## Grew

*referral relationships with  
cardiologists and PCPs*

## Elevated

*community awareness and  
pride in their cardiac program*

## Recognized

*by the Chamber of Commerce and  
health department for the quality  
of their cardiac surgery program*

COMMUNITY HOSPITAL LEVERAGES  
HEALTHGRADES QUALITY ACHIEVEMENT  
PROGRAM TO REDUCE PATIENT OUTMIGRATION  
TO LARGER METROPOLITAN AREAS.

## Background

MedCentral Health System is a non-profit, 351-bed health system located in central Ohio, situated between Cleveland and Columbus. MedCentral's cardiac surgery program lacked credibility and had little awareness within the community. As a result, many patients in the community left to receive care elsewhere.

## Situation

Healthgrades' consultants worked with MedCentral to develop a customized Healthgrades Quality Achievement strategy to establish credibility of their cardiovascular program and increase surgical volumes.





**"The awareness and credibility of our cardiac program has grown dramatically since we started working with Healthgrades. We are now seen as one of the best programs in the state and patients are choosing to come to MedCentral for their care, versus traveling to the large health systems in Cleveland and Columbus."**

**CINDY JAKUBICK**

Corporate Director of Public Relations & Marketing  
MedCentral Health System, Mansfield, OH



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