

TEAMHealth.

5/18/2012

5 Steps to Preventing Readmissions

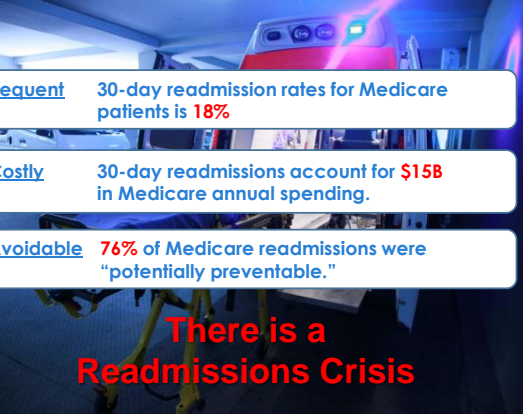
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Hospital Readmissions

- 71% of hospitals will experience reduced repayment
- Reductions will range from \$10,000 to \$500,000



Frequent 30-day readmission rates for Medicare patients is **18%**

Costly 30-day readmissions account for **\$15B** in Medicare annual spending.

Avoidable **76%** of Medicare readmissions were "potentially preventable."

There is a Readmissions Crisis

Readmissions Are

- Frustrating
- Scary
- Faith Eroding
- Wasteful
- System Failures
- Expensive


Reducing readmissions was a logical extension of our commitment to patient-centered care and creating the ideal patient experience.

~ Joel T. Allison, FACHE,
Baylor Healthcare System

The Readmission Crisis

5 Steps to Preventing Readmissions

- Prior Misalignment of Clinical & Financial Outcomes
- Would not be tolerated in any other area
- Healthcare reform driving significant change
- No 'magic bullet'
- Requires a SYSTEM of care

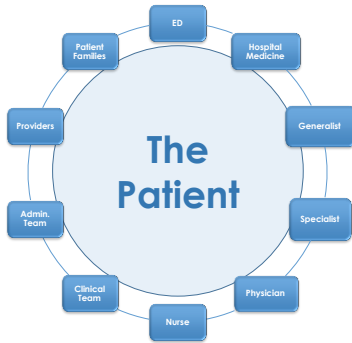


Lots of Ongoing Programs

5 Steps to Preventing Readmissions

- Project BOOST
(Better Outcomes for Older adults through Safe Transitions)
- Project RED (Re-Engineered Discharge)
- 3M PPR (Potentially Preventable Readmissions)
- H2H (Heart Failure to Home)
- STAAR (State Action on Avoidable Rehospitalizations)

The Care Team



5 Steps to Preventing Readmissions

Five Key Strategies

1. Recognition
2. Communication
3. Intervention
4. Education
5. Reconciliation

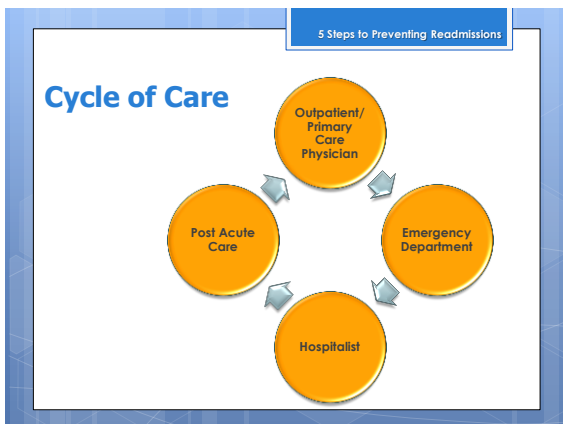
Recognition

Communication

Intervention

Education

Reconciliation



5 Steps to Preventing Readmissions

Recognition
Communication
Intervention
Education
Reconciliation

Recognition

- Critical for ALL interactions
- Can't treat what you don't know
- Manage patient/family expectations
- Provide downstream alerts
- IT & EMR Opportunities

5 Steps to Preventing Readmissions

8 P's of High Risk Patients

1. **P**rior Hospitalization
2. **P**roblem Medications
3. **P**unk (Depression)
4. **P**rincipal Diagnosis
 - Heart Failure, COPD, CVA, etc
5. **P**olypharmacy
6. **P**oor Health Literacy
7. **P**oor Patient Support
8. **P**alliative Care

SHM Project BOOST

5 Steps to Preventing Readmissions

Communication Breakdown

Poor Communication

Incorrect Expectations

Lack of Trust

Seek Additional Information

More Communication

5 Steps to Preventing Readmissions

Recognition
Communication
Intervention
Education
Reconciliation

Communication

- Amongst healthcare team
- Discharge Summaries!
- Beware the ball-drop
- With patients and families
 - Translators
 - Appropriate Level
 - Identify family spokesperson

5 Steps to Preventing Readmissions

Recognition
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Reconciliation

Some scary statistics...

- 41% inpatients discharged with test results pending
 - 9.4% potentially required action
 - Almost 67% MDs involved unaware of results
- 25% of discharged patients required further work-up
 - 33% not completed

5 Steps to Preventing Readmissions

Recognition
Communication
Intervention
Education
Reconciliation

Intervention

- Don't Just Stand There... Do Something!
- Every point of contact is an opportunity
- Constantly managing expectations
- Post Acute Care Management!

5 Steps to Preventing Readmissions

Recognition
Communication
Intervention
Education
Reconciliation

Education

- Appropriate
 - Social/Situational
 - Educational
- Continuous
 - Patient
 - Family/Caregiver
 - Other Providers
- Confirmed
 - Teach-Back Method
- Repetitive

5 Steps to Preventing Readmissions

Medications are:

- Plentiful
- Potentially Dangerous
- Confusing
- Expensive
- Require Constant Vigilance
- Critical to Outcomes

5 Steps to Preventing Readmissions

Recognition
Communication
Intervention
Education
Reconciliation

Reconciliation

- Medication Errors!!!
- EMRs are Great... EMRs are Bad
 - Confirm regularly
 - The perpetual data phenomenon
- Formulary Phenomenon
 - Medication substitutions
 - Pre-approvals

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5 Steps to
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Thank you.

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