Christian Health Care Center

Reducing Unnecessary Readmissions

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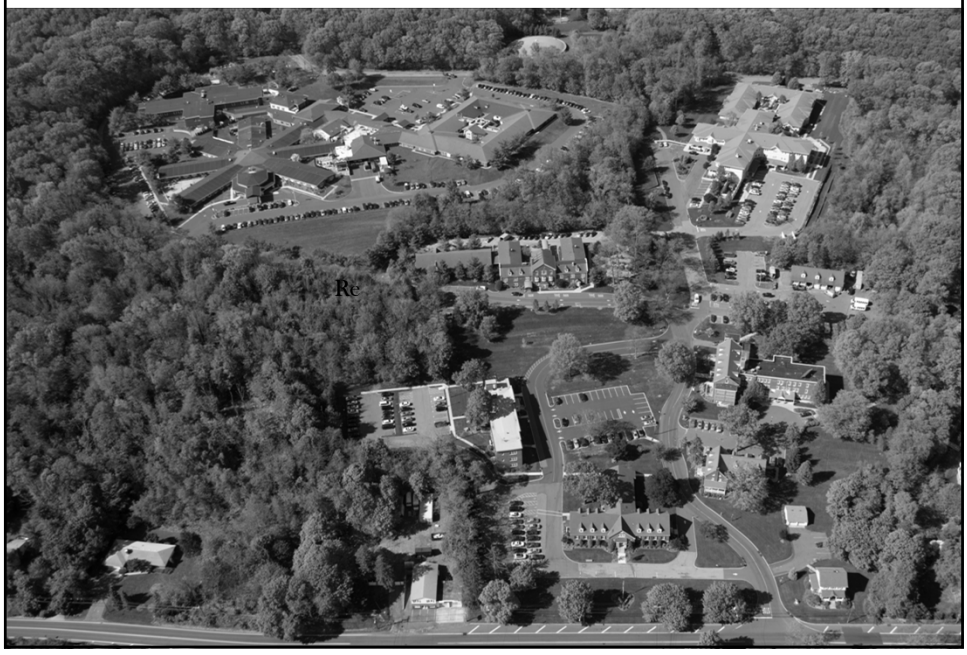

Readmissions Project Timeline

- Initiation date: August 2009.
- Tracking and trending: Post-acute care unit.
- Review tracking & trending data; observe for patterns.
- Organize readmissions review team:

  Medical Director; Nurse Manager; Admissions Director; Case Manager; Social Service Director; Educator; Rehabilitation Services Director; HIM Director

Readmissions Project Timeline

- Develop readmission project tools: spreadsheet; review tool; quality monitor report.
- Education session re: readmissions, purpose of project; review tools; interventions; action plans; monitoring; question/answer session.
- Initiate weekly readmission review meetings: October, 2011.

Readmissions Project Timeline

- Increasing physician involvement.
- Weekly mailing of spreadsheet.
- Monitor for trends: heart failure; respiratory: pneumonia & COPD; infections: UTI; anemia.
- Discuss trends with team, quality coordinating counsel, staff meetings, and senior leaders.

Readmissions Project Timeline

- Identify education, policy/practice protocol, and system/process opportunities.
- Collaborate with referring acute care providers to share information and identify opportunities for improvement.
- Continue to monitor data; identify trends; initiate action plans for opportunities to improve.

Recent Developments

- External Case Manager: proactive partner in process.
- Re-evaluation of admission acceptance practices.
- Improved flow time: admission review turn around time.
- Atlantic ACO
- Partnership for shared APN with The Valley Hospital, Ridgewood, NJ.

Progress Report : 2013

30-day All Cause Readmission Rate:
2012 = 19%
2011 = 23.1 %
2010 = 25%

Focus: CHF, Pneumonia, and UTI.

Discharge planning process: Medication management therapy; timely follow-up appointment; initiation of home care services within 48 hours; discharge telephone calls.

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Suggested Resources

- Advancing Excellence in America's Nursing Homes
- INTERACT
- Robert Wood Johnson Foundation

Questions?