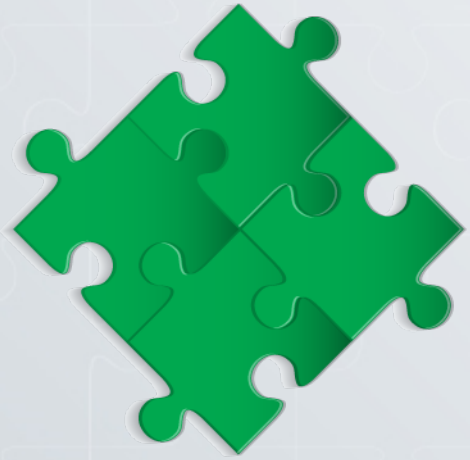
Reducing Hospital Admission and Readmissions



PREMIER
healthcare resources
SOLUTIONS FOR SENIOR CARE PROVIDERS

CMS Data

- NF Resident Hospital Admissions
  - 45% Could Have Been Avoided
    - 314,000 Admissions Eliminated
    - Savings - $2.6 Billion
- Hospital Readmissions Within 30 Days
  - National Average - 19%

CMS Initiatives

- Hospital Readmission Reduction Program
- SNF Value Based Purchasing Program

PREMIER
healthcare resources
SOLUTIONS FOR SENIOR CARE PROVIDERS

Hospital Readmission Reduction Program

- Mandated by Affordable Care Act
- Measures Readmission Rates
  - Acute Myocardial Infarction
  - Heart Failure
  - Pneumonia
- Readmission Within 30 Days
  - Any Reason
  - Any Hospital

PREMIER
healthcare resources
SOLUTIONS FOR SENIOR CARE PROVIDERS

Hospital Readmission Reduction Program

- Readmission Penalty
  - No Reward for Better Performance
- Reduces Base DRG Payments
  - October 2012 - 1%
  - October 2013 - 2%
  - October 2014 - 3%

Hospital Readmission Reduction Program

- October 2014 Additional Conditions
  - Acute COPD Exacerbation
  - Elective Total Hip Arthroplasty
  - Elective Total Knee Arthroplasty

Hospital Readmission Reduction Program

- Nursing Home Impact
  - Hospital Identifying Preferred Facilities
    - Low Readmission Rates
    - Continuity of Relationship with Physicians
    - Ability to Provide Higher Acuity Services
      - Avoid Rehospitalizations

PREMIER healthcare resources
SOLUTIONS FOR SENIOR CARE PROVIDERS

SNF Value Based Purchasing Program

- Mandated by Congress - April 1, 2014
  - Protecting Access to Medicare Act of 2014
- Establishes Measures
  - Readmission Measure
    - "All Cause – All Condition"
  - Resource Use Measure
    - " Risk adjusted potentially preventable"

PREMIER healthcare resources
SOLUTIONS FOR SENIOR CARE PROVIDERS

SNF Value Based Purchasing Program

- Timeline for Implementation
  - 10/1/2015 - Specify Readmission Measure
  - 10/1/2016 - Specify Resource Use Measure
    - Provide Quarterly Confidential Feedback to SNF
  - 10/1/2017 - Public Disclosure of Measures
    - Provided on Nursing Home Compare
  - 10/1/2018 - Implement VB Incentive Payments

SNF Value Based Purchasing Program

- VB Incentive Payments
  - Reduce Medicare Payments by 2%
    - 50%-70% will be used for VB Incentive Payment
  - Rank SNF on Readmission Measure
    - Identify Performance Score based on ranking
    - Based on Improvement or Achievement whichever is higher
  - Payment Based on Performance Score
    - VB Incentive Percentage X Medicare Per Diem

PREMIER healthcare resources
SOLUTIONS FOR SENIOR CARE PROVIDERS

Nursing Facility Initiatives

- Reducing Preventable Hospital Transfers
  - Unplanned Admissions
  - 30 Day Readmissions
  - Emergency Room Visits Without Admission
  - Observation Stays

Impact of Preventable Hospital Transfers

- Resident Impact
  - Functional Decline - Cognitive Decline
  - Adverse Outcomes - Wounds, Infections
- Customer Service Impact
  - Loss of Trust by Resident/Family
  - Loss of Trust by Referral Sources
- Financial Impact
  - Bed Hold Payments
  - Empty Beds

PREMIER
healthcare resources
SOLUTIONS FOR SENIOR CARE PROVIDERS

Contributing Factors
Hospital Transfers

- Physician Involvement and Availability
- Diagnostic Testing Availability
- Nursing Staff Assessment Skills
- Clinical Competency
- Nurse/Physician Communication
- Transition Issues

Goal of Program to Reduce Preventable Hospital Transfers

- Identify Acute Change in Condition EARLY
- Increase Staff Clinical Competency
  - Assessment Skills
  - Treatment Modalities
- Improve Communication Between Staff
  - Shift to Shift Communication
- Improve Communication with Physician
  - Increase Physician Confidence

PREMIER
healthcare resources
SOLUTIONS FOR SENIOR CARE PROVIDERS

INTERACT 3.0
Interventions to Reduce Acute Care Transfers

- Goal is to Improve Care and Reduce Unnecessary Hospital Transfers
- Developed in 2007 Through Grant with CMS
- Free Tool Kits to be Used by Facilities
- Developed into QI Program That Meets the QAPI Requirements
- Updated in 2013 - Version 3.0

PREMIER
healthcare resources
SOLUTIONS FOR SENIOR CARE PROVIDERS

INTERACT 3.0
Interventions to Reduce Acute Care Transfers

- Nursing Home Capabilities List 2013
  - Identify What Services Are Available
  - Identify Focus For Clinical Program Development
  - Use As a Communication Tool To Referral Sources

INTERACT 3.0
Interventions to Reduce
Acute Care Transfers

- Nursing Home Capabilities List 2013

Nursing Home Capabilities List

INTERACT 3.0 Interventions to Reduce Acute Care Transfers

- Early Identification of Change in Condition
  - Stop and Watch Early Warning Tool
  - Available for all Staff Who Observe Resident
    - CNA
    - Housekeeping
    - Maintenance
    - Dietary
  - Documents Change and Communicates to Nurse for Follow-up and Assessment

PREMIER healthcare resources
SOLUTIONS FOR SENIOR CARE PROVIDERS

INTERACT 3.0
Interventions to Reduce Acute Care Transfers

- Stop and Watch Early Warning Tool

Stop and Watch Tool

INTERACT 3.0 Interventions to Reduce Acute Care Transfers

- Nursing Assessment
  - Guidelines for the Assessment Process
  - Guidelines for Physician Notification
    - Based on the acute change in condition
  - SBAR Communication Form
    - Assures all appropriate data is available for notifying Physician

INTERACT 3.0 Interventions to Reduce Acute Care Transfers

- Care Paths
  - Identifies Nursing Assessment Process
  - Provides a Decision Tree for Care
  - Provides the Interventions for Care in Facility Versus Hospitalization

INTERACT 3.0
Interventions to Reduce Acute Care Transfers

- Care Paths

Care Path UTI

Care Path - Mental Status Change

INTERACT 3.0 Interventions to Reduce Acute Care Transfers

- Acute Change in Condition File Cards
  - Adopted from AMDA Clinical Practice Guidelines
  - Defines Immediate vs. Non-immediate Notification of Physician
  - Can be Adopted by Facility as Policy for MD Notification

PREMIER healthcare resources
SOLUTIONS FOR SENIOR CARE PROVIDERS

INTERACT 3.0
Interventions to Reduce
Acute Care Transfers

- Acute Change in Condition File Cards

Change in Condition File Cards

INTERACT 3.0 Interventions to Reduce Acute Care Transfers

- SBAR Communication Form
  - Completed before calling Physician
  - Provides guidelines for Nurse to gather information to report to Physician
  - Gives update not only on situation but recent changes
  - Identifies what is being requested
  - Can be used as the Progress Note in Chart

PREMIER healthcare resources
SOLUTIONS FOR SENIOR CARE PROVIDERS

INTERACT 3.0
Interventions to Reduce Acute Care Transfers

- SBAR Communication Form

SBAR Form

INTERACT 3.0 Interventions to Reduce Acute Care Transfers

- Quality Improvement Activities
  - Tracking/Trending Hospital Transfer Rates
    - INTERACT Excel Spreadsheet Tool
  - Root Cause Analysis
    - QI Tool for Review of Hospital Transfers

PREMIER healthcare resources
SOLUTIONS FOR SENIOR CARE PROVIDERS

INTERACT 3.0
Interventions to Reduce Acute Care Transfers

- INTERACT Excel Spreadsheet Tool

Hospital Tracking Tool

INTERACT 3.0
Interventions to Reduce
Acute Care Transfers

- QI Tool for Review of Hospital Transfers

QI Tool for Review of Acute Care Transfers

PREMIER
healthcare resources
SOLUTIONS FOR SENIOR CARE PROVIDERS

INTERACT 3.0 Interventions to Reduce Acute Care Transfers

- Key Implementations Steps
  - Leadership Support
  - Physician Buy In
  - Staff Education
  - QI Focus on Tracking and Root Cause Analysis
  - Sharing Outcomes with Staff

PREMIER healthcare resources
SOLUTIONS FOR SENIOR CARE PROVIDERS

Strategies for Reducing Hospital Transfers

- Routine Meetings with Medical Director
  - Review all Hospital Transfers
  - Identify Issues and Plans for Resolution
- “On Call” Consultation
  - Notifies Nursing On Call Person Before Non-emergent Transfer for Consultation

Strategies for Reducing Hospital Transfers

- Ongoing Staff Education
  - Clinical Competencies
  - Cost of Transfer vs. Cost of In-Facility Care

Parting Thoughts

- Prepare Now
- Assess Where You Are Today
- Develop a Plan for Improvement
- Monitor Your Progress

PREMIER
healthcare resources
SOLUTIONS FOR SENIOR CARE PROVIDERS

Contact Information

Joanne Jones

President

jjones@phcr.org

PREMIER healthcare resources

SOLUTIONS FOR SENIOR CARE PROVIDERS