

# THE FIRST THIRTY

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## 30-Day Heart Strengthening Program

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# The First Thirty and North Hudson Partnership



NORTH HUDSON  
COMMUNITY ACTION CORPORATION

THE FIRST THIRTY



*30-Day Heart Strengthening Program*

Hackensack Meridian  
HEALTH

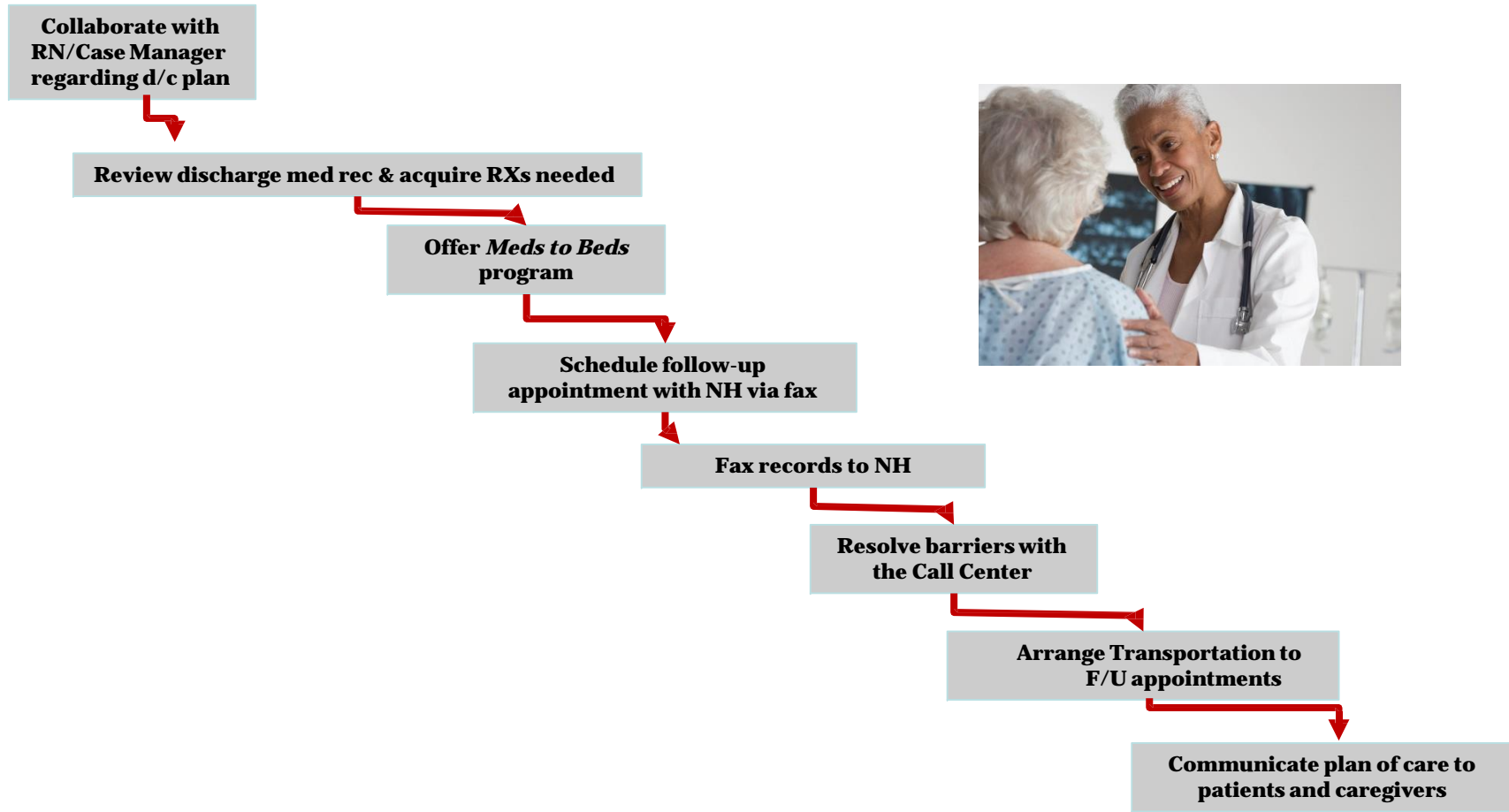
# Objectives

- Provide an overview of The First Thirty Project's partnership with North Hudson Community Corporation
- Explain the discharge and hand-off processes
- Review the services currently available to patients at North Hudson
- List transitions of care (TOC) efforts currently in place at HackensackUMC and their effects on reducing readmissions
- Describe current initiatives to improve TOC in the DSRIP population that resulted from this partnership
- Discuss project improvements that have been implemented

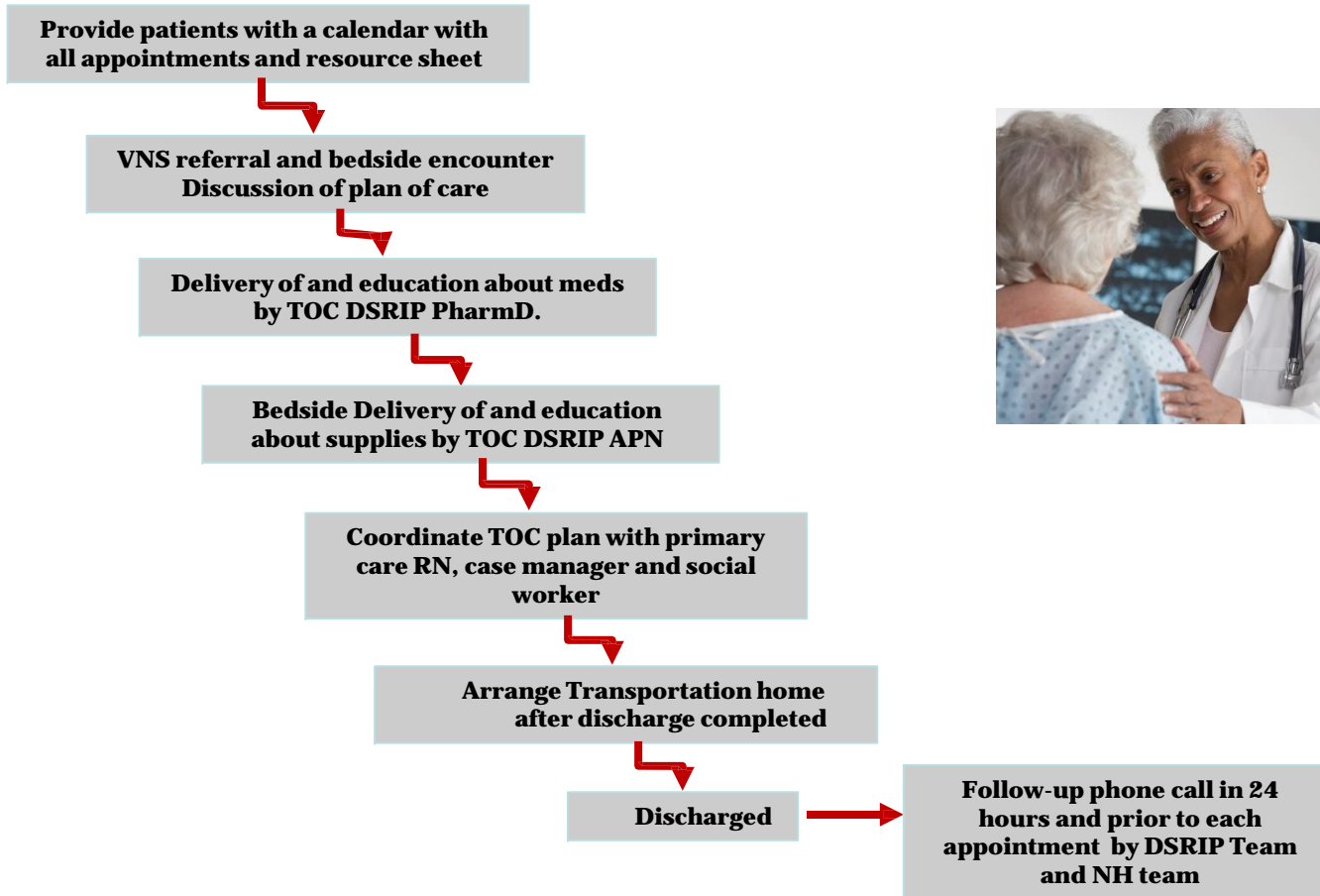
# Goal of the Partnership

- **Continuity of care** enhanced through warm hand-offs
- Increased access to **Primary care**
- **Foster autonomy** through 30 day relationship to allow patients to gain independence over their health
- **Educate patients and caregivers** regarding diagnoses, plan of care, self care, medications, available community resources, and emergency instructions etc.
- **Decrease waste** by enhancing quality, safety and improving access to primary health care
- **Avoid preventable re-admissions** and emergency department visits

# DSRIP DISCHARGE PROCESS



# DSRIP DISCHARGE PROCESS (CONT.)



# North Hudson Workflow

- NH team at their Call Center assures that special needs are addressed including language barriers utilizing On Demand tablets
- Patients receive a reminder call 24hrs prior to each appointment
- Any barriers identify are communicated to First Thirty team
- All faxed documents sent to NH are uploaded to their EMR for provider access prior to the visit
- NH provider is able to view Hospital encounter via EPIC EMR system
- First Thirty Team has access to NH's EMR system

# Challenges and Solutions

Challenges	Solutions
Timing of Appointments	North Hudson Provides DSRIP patients with appointment within 7 days from discharge or less
Communication Method	Appointment requests are faxed and specials needs are communicated via phone call
Data Sharing	EMR access was granted
Patient Compliance	Follow up process established with NH and VNS
Patient Engagement	Outreach methods including incentives
Transportation	Taxi vouchers provided
Access to Medications	Medications free of cost





Appointment is made & confirmed



Transportation is set up



Patient is called 24hrs prior



Missed appointment

## First Thirty/North Hudson “No Show” Process



VNS is notified to visit patient



NH Call Center notifies DSRIP Team



If transportation arranged by DSRIP, driver alerts the team

# Resources at North Hudson

- Evenings and weekend hours (until 7pm)
- 340b pharmacies
  - Home deliveries anywhere in NJ
- Laboratory services
  - On site lab/interfaces with EMR
  - Minimal fee
- Community resources based on location
- Specialty care: Cardiology, Nephrology, GI, Podiatry, & Rheumatology
- Pharmacy on site
- Behavioral health services integrated with primary care at no cost
  - Depression screenings

# North Hudson IT Upgrade

- Bridge IT Software:
  - A Microsoft Access Database which is connected to the eCW database used by North Hudson
  - Transformation of data into a user friendly model that allows to easily create reports, charts, dashboards, binders and exports
  - Radically increased the amount of data that can be collected for effective and accurate reporting
  - Ability to set unlimited alert for data conditions to enhance validation and integrity of reports
  - Ability of data integration from other sources
  - Enables retrieval of comprehensive patient information
  - Increased the speed in which reports can be generated
  - Ability to run multiple reports at the same time

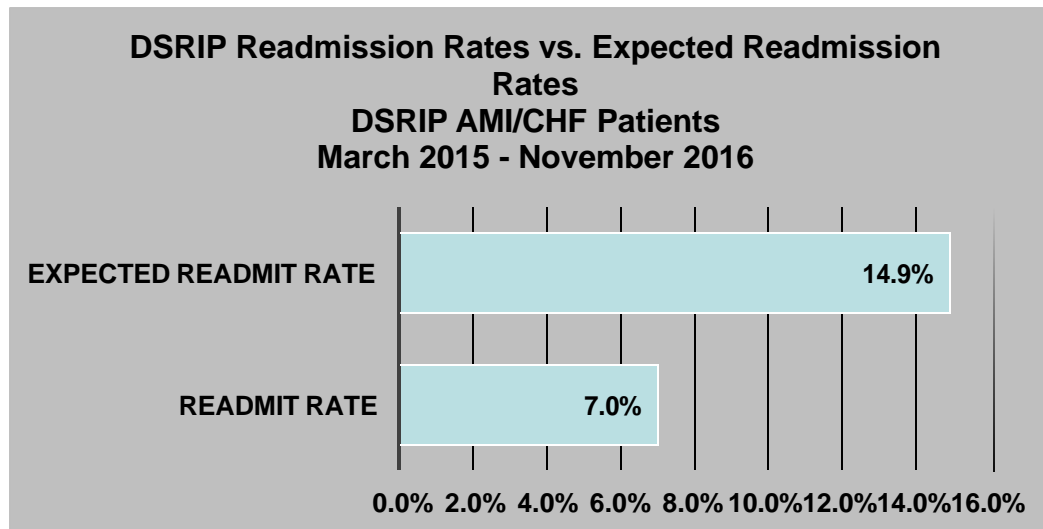
# First Thirty Team Collaborative Efforts to Reduce Readmissions

- VNS team
- TOC Pharmacy team
- EMMI enrollments
- EMR integration
- Team work/collaboration
- Organize workflow
- Leadership engagement/support
- Ongoing PDSA evaluations
- Sustainability of project

# It Works!

# of Mortalities	6
30 Day Readmissions	22
Readmit Rate	7.0%
Expected Readmissions	46.8
Expected Readmit Rate	14.9%
O/E Readmissions	0.47

n = 313 discharges



# Under Development

The screenshot displays a software interface for patient lists. The main table lists patients with columns for Patient Class, Unit, Patient Name, Age/Sex, Problem, Actual Length of Stay (Days), and LACE+ Readmission Score. The scores are color-coded: 47 (dark blue), 43 (yellow), 27 (green), 25 (green), and 22 (green). Below the table, a summary section shows 'Readmission Score' with a total score of 47 and 'MRSA Risk' with a total score of 0. The MRSA risk criteria section indicates that certain criteria do not apply due to the patient's diagnosis and transfer status.

Patient Class	Unit	Patient Name	Age/Sex	Problem	Actual Length of Stay (Days)	LACE+ Readmission Score
Inpatient	Intensive Care		59 y.o. / M	Aspiration pneumonia	10	47
Inpatient	Intensive Care		47 y.o. / M	CHF (congestive heart failure)	6	43
Inpatient	Intensive Care		60 y.o. / M	Pancreatitis	7	27
Inpatient	Intensive Care		44 y.o. / M	Gastroesophageal reflux disease	5	25
Inpatient	Intensive Care		36 y.o. / M	None Found	5	22

**Readmission Score** Total Score: 47

**MRSA Risk** Total Score: 0

**Criteria that do not apply:**  
Currently has diagnosis of End Stage Renal Disease  
Transferred from Skilled Nursing Facility or Hospice.

## LACE+ Readmission Risk Score

# Under Development

Collaboration with IT/EPIC on electronic solutions  
**30-Day Readmission Banner**

Hide Report

ED Encounter Summary | Admit Req Doc | Profile | Due Meds | Facesheet | Overview | Consult Summary

Report: ED Encounter Summary

This patient was readmitted w/in 30 days. Case Management is available to assist with transitions of care 551-996-2299

Links to view detailed ED-specific reports

ED Timeline	ED Triage Timeline	All ED Flowsheets	ED Orders	ED EKG Results
ED Imaging Results	ED Lab Results	ED Vitals Graphed	ED Vitals	Call Log
ED Sedation Narrator Log	History Audit	MAR	ED Notes	AVS Printout History
ED Charges Info	ED Transfer Report	ED SBAR	IO	Surgery Report
modified Glasgow Blatchford Score (mGBS)	SIRS/Sepsis Risk Score	ED FACESHEET	Obs Charge Calc	Peds Obs Charge Calc

Admission

ED Arrival Information

# Future Directions

- Expand processes used with DSRIP patients to all North Hudson/HackensackUMC patients
- Increase collaboration between HackensackUMC Case Management and North Hudson
- Facilitate collaboration between North Hudson and NJ Connect for data sharing
- Explore the possibility of interface between EPIC and eCW
- Increase Medical Home Certification in our community by acting as consultants in the process
- Collaborate with ACO, Population Health and regional provider network
- Align with national/regional measures (ie: Healthy NJ 2020)



# Impact of Non-renewal of DSRIP

- Increased readmissions
- Decreased referrals to community partners
- Decreased communication between providers
- Decreased Chronic Disease Management
- Increased barriers to care
- Increased waste
- Decreased quality of care
- Decreased patient satisfaction
- Decreased access to Primary and Specialty Care

Questions?



Thank you!

# First Thirty Documents

## Facsimile: Transitions of Care

<b>Date:</b>	
<b>To:</b>	
<b>From:</b>	
<b>Re:</b>	

Total Number of Pages Including Cover Sheet: \_\_\_\_\_  
If you do not receive all pages, please call the Office number below.

### Notes:

30 Prospect Ave. Hackensack, New Jersey, 07601

Office: 551.996.1105 | 551.996. 5478 | Fax: 551.996. 0916

*This fax and any files transmitted with it are confidential and are intended solely for the use of the individual or entity to whom they are addressed. This communication may contain material protected by the attorney-client privilege. If you are not the intended recipient or the individual responsible for delivering the fax to the intended recipient, please advise that you have received this fax in error and that any use, dissemination, forwarding, printing, copying of this fax is strictly prohibited. If you have received this fax in error, please contact us at the above fax or phone numbers.*



### North Hudson Patient Appointment Request Form

**To:** Mayra Sanchez, Scheduling Coordinator

**Phone Number:** 201.268.1799 **Fax:** 201.863.2023

**From:** Hackensack DSRIP team

Jenny Bernard, APN      Jewell Thomas, Pharm.D

**Cell:** 201.417.0779      **Cell:** 201.245.4034

**Fax:** 551.996.0916      **Fax:** 551.996.4910

30 Prospect Ave. 4 Main # 4660, Hackensack, NJ 07601

**Today's Date:** \_\_\_\_\_

**Patient:** \_\_\_\_\_ **DOB:** \_\_\_\_\_

**Language:** \_\_\_\_\_ **Interpreter requested: Yes Or No**

### Appointment Information

**Location:** \_\_\_\_\_

**Provider:** \_\_\_\_\_

**Date:** \_\_\_\_\_ **Time:** \_\_\_\_\_

**Notes:** \_\_\_\_\_

Thank you for your assistance!

# First Thirty Documents

## Resources

### Clinical Team

<b>Jenny Bernard, APN-BC</b> Program Coordinator Phone: 551.996.1105	<b>Jewell Thomas, Pharm. D</b> DSRIP Pharmacist Phone: 551.996.8993
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### Financial Assistance/Charity Care Office

<b>Charity Care</b> 100 First St. # 300 Hackensack NJ Phone: 551.996.4343 Fax: 551.996.4333	<b>Medicaid</b> 1.800.701.0710	<b>Medicare</b> 1.800.633.4227
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### North Hudson Clinic Locations

Appointment center: 201.210.0200

<b>Union City</b> 800 31 Street Union City, NJ Phone: 201.210.0100 Fax: 201.223.0306	<b>North Bergen</b> 1116-43rd Street North Bergen, NJ Phone: 201.330.2632 Fax: 201.330.2638	<b>Hackensack</b> 25 East Salem St. Hackensack, NJ Phone: 201.464.7844 Fax: 201.487.1582	<b>Garfield</b> 535 Midland Ave. Garfield, NJ Phone: 973.340.1182 Fax: 973.340.1156
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### Other Providers and Services

<b>CHF center: Dr. Kim, Dr. Satya and Dr. Berkowitz</b> 20 Prospect Ave. Suite # 200 Hackensack, NJ Phone: 551.996.4849 Fax: 551.996.8089	<b>Bergen Invasive Cardiovascular (AMI Patients): Dr. Mathur</b> 211 Essex St # 306 Hackensack, NJ 07601 Phone: 201.343.2050 Fax: 201.343.4512
<b>Diagnostic Center</b> 20 Prospect Ave. Suite # 400 Hackensack, NJ Phone: 551.996.4881 Fax: 551.996.3072	<b>Plaza Pharmacy:</b> 20 Prospect Ave. First floor Hackensack, NJ Phone: 551.996.8744 Fax: 551.996.8757
<b>Transportation/Mr. Taxi:</b> Phone: 201.567.2800 201.487.2000 Fax: 201.487.5750	<b>Amedisys/Visiting Nurse</b> 21 Main St # 252 Hackensack, NJ 07601 Phone: 201.342.7766 Fax: 855.615.2633

## Patient Discharge Follow Up Notification

Dear (MD's name),

This is a courtesy letter to inform you that a patient whom you cared for at Hackensack University Medical Center does not have medical insurance or has an insurance plan that your service does not participate with, which is (Patient's insurance if any).

Since a key feature of our DSRIP program (see program description below) is a timely physician appointment post-discharge, (Name and MRN), will be followed up by the Heart Failure Program for his/her heart failure or Bergen Invasive Cardiovascular Consultant, Dr. Mathur for AMI for 30 days after discharge.

However, if you wish to follow-up this patient free of charge or if you participate with the patient's insurance above, please contact us and we will arrange the appointment with you instead and provide transportation.

We are a CMS program called Delivery System Reform Incentive Payment Program (DSRIP). We provide a variety of services to patients with a principal diagnosis of CHF or AMI who are admitted to the hospital without insurance, or have Medicaid, Charity Care or Dual eligible. Some of the services we provide (for the first 30 days after discharge) include: assistance in making appointments, free medications, transportation to their appointments, free scales/BP machines for home use, pharmacist follow up, coverage for simple diagnostic procedures, VNS services for 30 days (Bergen and Hudson counties), and etc.

If you have any questions feel free to contact us.

Jenny Bernard, APN Coordinator

O: 551.996.1105 | P: 201.422.1143

Jewell Thomas, Pharm.D

O: 551.996.8993 | M: 201.245.4034