OUR LADY OF LOURDES MEDICAL
CAMDEN, NEW JERSEY
founded in 1950 by the Sisters of Allegheny New York
celebrating 65 years of service to the community
DR. ROBERT MOHAPATRA, MD, MPH

- Board Certified
  - Advanced Heart Failure and Transplant Cardiology
  - Cardiovascular Disease
WHY THIS PROJECT

CHF is major readmission dx – 23.4% (2013)
Improved outcomes & population health
Increased value
Decreased cost
30-DAY READMISSION REDUCTION FOR CHRONIC HEART DISEASE

* Target Population
  * CHF
  * HTN
  * Acute MI
OLLMC featured in the NY Times for Excellence in Door-to-Balloon Time  June 26, 2015
Our Lady of Lourdes Medical Center is the first facility in South Jersey to implant this new miniaturized, wireless monitoring sensor to manage heart failure (HF)

The CardioMEMS HF System is the first and only FDA-approved heart failure monitoring device that has been proven to significantly reduce hospital admissions when used by physicians to manage heart failure
PROJECT DESCRIPTION

* Modified Coleman Care Transitions Intervention ® approach
  * Transitions RN makes initial contact during inpatient stay
  * Establishes rapport and identifies readmission risk (IHI)
  * Identifies barriers to therapeutic regimen adherence, e.g., inability to afford Rx, no reliable transportation, food, shelter, addiction, mental health issues
  * Transitions RN consults with social worker, case managers, and discharge planners to assist with community resource referrals
  * A home visit is scheduled ideally within 1-3 days post discharge. Coach targets 4 key areas “pillars”
    * Medication Reconciliation
    * Follow-up appointments
    * Red Flags
    * Personal Health Record completion
CURRENT ACTIVITIES

* We have engaged our reporting partners (Primary Care Physician and Cardiology)
* Transitions RNs use practice offices for home and follow-up visits
* Collaborate/coordinate with practice staff, including HF clinics
* Patient engagement through rapport building
PATIENT ENGAGEMENT

- Offering financial services through vendor for MA,CC application
- Budget to assist with Rx procurement and follow-up appointment co-pays
- Contract with transportation vendor
- Self-care skill development with the support of DME, digital scales (bariatric and multilingual), automatic BP cuffs, and pill organizers
Development of low cost Rx list on hospital intranet for prescribers
Collaborative partnerships with physician practices
Collaboration with onsite retail pharmacist to develop pulmonary inhaler and insulin third party reimbursement reference table
Use of “blister-pack” dispensing to improve medication adherence
340-B pricing
Addition of Social Worker to program
Hosted SJ DSRIP Learning Collaborative September Mtg
Six Sigma project to enhance the treatment of HF patients
Readmission Reduction Committee
Monthly Nursing Orientation
Development of patient and provider Care Transitions brochures (available in Spanish)
Community outreach to Southern Jersey FQHC, Food Bank of South Jersey, Camden Coalition, and County Health Departments
## Drug Coverage for COPD Inhalers 6/15

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<th>TOP PAYERS (72% of Area Payer Mix)</th>
<th>AC COMB</th>
<th>ANTI-CHOLINERGIC</th>
<th>INHALED STEROIDS</th>
<th>LABA</th>
<th>SABA</th>
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CHALLENGES

* Identification and enrollment of attributed patients
* Socio-economic, psychological, and resource barriers
* Healthcare coverage application for Charity Care or Medicaid application and timely notification of coverage decision
Inadequate discharge process
  Transitions RNs fill gaps
  Reinforcement of education on diet, activity, medications
  Lean Six Sigma Project Heart Failure
  Nursing Practice Council standardizing discharge process
  Develop process to schedule follow up appointments
  Reserved appointment slots at Clinic
  Heart Failure Clinic appointments w/in 48 hrs
New Heart Failure Product Line Director
Heart Failure Clinic partnership with HHAs to administer IV diuretics
Transportation not a significant barrier
CLOSING WORDS FROM A RECENT VISITOR TO PHILADELPHIA

“"We all have the duty to do good."”

- Pope Francis