LOURDES MEDICAL CENTER
BURLINGTON COUNTY

DSRIP Learning Collaborative
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Lourdes Cardiology Services
LOURDES MEDICAL CENTER
BURLINGTON COUNTY (LMCBC)

• Founded 1961 in Willingboro – Rancocas Hospital

• Acquired by Lourdes Health System in 1998 and renamed Lourdes Medical Center of Burlington County in 2002

• LMCBC is a 169-bed community hospital that provides diagnostic and treatment options close to home

• LMCBC offers a variety of surgical services

• LMCBC’s Behavioral health program offers psychiatric crisis services
LMCBC CARE TRANSITIONS GOALS

• Reduce readmission rates of targeted population: Medicaid & Charity Care patients with CHF, MI, Malignant HTN
  – Support self care skill development
  – Engaging community resources
CARE TRANSITIONS INTERVENTION

• Based on the Coleman model, the Care Transitions RN engages certain cardiac patients 18-65 years
• The CTI RN conducts at least one home visit for medication review, education on new diet changes, coaching re: medical appointments, providing information
CARE TRANSITIONS INTERVENTION

• Barriers to Self Care Reported by Patients
  – Visual impairment
  – Copay for specialists and Heart Failure Center for self pay
  – Affordability of prescribed medications
  – Access to health care, dental care
  – Transportation
  – Health care knowledge deficits
LMCBC CARE TRANSITIONS

• Pilot start date 1NOV2014
• Identify patients through Hospitalist rounds, Case Management & nursing referrals, & SOARIAN database
• Pre-pilot testing revealed self pay patients
  – Encounter transportation problems
  – Experience inability to afford “Charity” co-pay
  – Have limited access to health care
  – Struggle to afford medications
LMCBC CARE TRANSITIONS INTerventions

- Arrangement with DSRIP participants to have copays covered for Cardiology specialty visits while enrolled
- Hospital pharmacy identified discount programs, developed intranet based retail pharmacy $4 generic lists
- Identification of services available in the community: dental clinics in the local area, food banks
- Improved access to FQHC: Burlington City & Buttonwood Clinics
LMCBC CARE TRANSITIONS INTERVENTIONS

- English/Spanish speaking & Bariatric Scales
- 7-day, multi-time pill organizers
- Big green shopping bag, folders, pens
- Calendars to track appointments, weights
- Glucometers & sample test strips
- Educational brochures
LMCBC CARE TRANSITIONS INTERVENTIONS

• CTI RN participates in County Health Department and community action group meetings to network and develop resources & improve access to care

• Food Bank of South Jersey assists with food insecure clients and provides nutritional education programs for the community

• Local churches interested in partnering for educational activities
# PROJECT BARRIERS

## BARRIERS
- Fragmented databases
- Poorly defined and changing data definition measures
- Competing priorities
- DSRIP fatigue
- Staff resistance – more work

## STRATEGIES TO OVERCOME BARRIERS
- Communicate, communicate, communicate!
- Persistency
- Leadership support
- Timely sharing of outcome measures
- Training and education
- Promote relevancy of change
LMCBC CARE TRANSITIONS

SUCCESSES
• Primary Care and Cardiology partnerships
• Multi-disciplinary approach to transition of care
• Hospital pharmacy developed retail pharmacy $4 generic lists
• Increased nursing referrals through EHR

ACHIEVEMENTS
• Enhanced relationships with community partners
• CTI RN serves as continued resource for prior participants
• Use of scales, pill organizers, patient information package improve self care skills, decrease knowledge deficit
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QUESTIONS