



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

SUCSESSES

- 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



LOURDES
MEDICAL CENTER
OF BURLINGTON COUNTY

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QUESTIONS

