



Atlantic
Health System

**The Heart Success Program
&
Delivery System Reform Incentive
Payment (DSRIP) Program**

The Heart Success Program

- **Who:** Heart failure patients
- **What:** Education, communication, monitoring, and support
- **Where:** The Heart Success Clinic
- **When:** 24/7
- **Why:** Controlled symptoms leads to decreased readmission
- **How:** Multidisciplinary team of providers

~~Heart Failure Program~~
Success



DSRIP: Significantly enhance an already existing program to reduce readmission within a specific population

- **Who:** Charity Care, Medicaid, self pay, and dual eligible patients with a primary diagnosis of heart failure
- **What:** Patients are managed through a medical home model based system to reduce readmission
- **Where:** Atlantic Health System
- **When:** 2012-2017
- **Why:** Improved care for the underserved population
- **How:** Transitional care using DocView and a multidisciplinary team of providers



DSRIP: Opportunities

HCAHPS

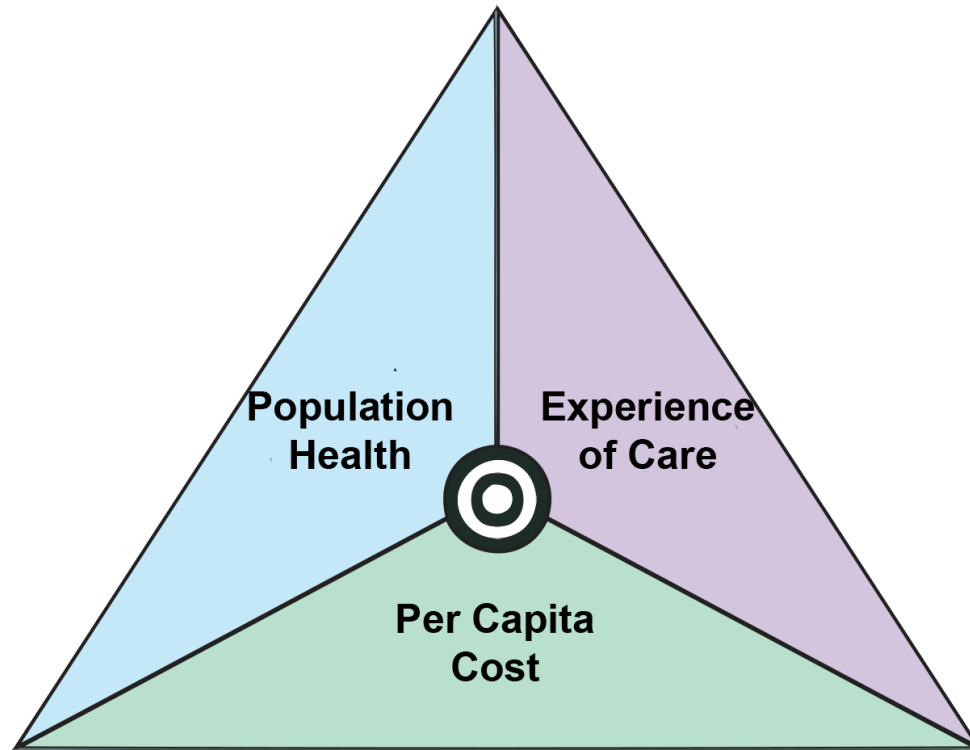
- Communication with patients
- Responsiveness of hospital staff
- Pain management

DSRIP

- Education- patient understanding
- Medical Home Model based communication
- Decreased readmission



DSRIP: In Line with the Vision of Atlantic Health System



IHI Triple Aim



DSRIP Is: Using a New Risk Stratification Tool

Length of stay

Acuity of the admission

Co-morbidities

Emergency Department visits in the previous 6 months

LACE Index
for the quantification of risk of death or unplanned readmission within 30 days of discharge*

Attribute	Value	Points*
Length of Stay ("L")	<1	0
	1	1
	2	2
	3	3
	4-6	4
	7-13	5
	≥14	7
Acute (emergent) admission ("A")	Yes	3
Comorbidity (Charlson comorbidity index score) ("C") <i>Use the online calculator:</i> http://farmacologiaclinica.info/scales/Charlson_Comorbidity/	0	0
	1	1
	2	2
	3	3
	≥4	5
	ED visits during previous 6 months ("E")	0
1		1
2		2
3		3
≥4		4



DSRIP Is: Making Improvements in Patient Management

DocView



All identified DSRIP inpatients will be entered into the

DocView Web-based Portal

- Patient demographics
- Patient education tracking
- Stage 3 & 4 measures
- LACE score



Patients with a LACE score of 14-19 will be given the

DocView Mobile Application

- Live symptom management post discharge
- Provide appropriate interventions





HF Patients with LACE 14-19



DocView Mobile Application



Monitoring by Nurse Navigator



When necessary:
Intervention by Nurse Practitioner



DSRIP Is: Enhancing Relationships with Clinics



The Joint Commission's
Medical Home Model



DSRIP: Moving Forward

- Develop patient centered lines of communication
- Enhance patient education methods
- Staff education
- Develop an enhanced model for a multidisciplinary approach to care
- Trend and track program progress to eliminate gaps in care
- Evaluation of DSRIP patient population outcomes



Consistency throughout The Heart Success Program across all AHS sites



Improved population health



Challenges to Date: Operationalizing Deliverables

- Resource and labor intensive
 - Lack of resources
- Buy in from all interested parties
- Greatly enhancing an already existing program



DSRIP: Organization Chart

