



Palisades Medical Center

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DSRIP Learning Collaborative 3 & 4 Cardiac Care #1

Care Transitions Intervention Model to Reduce 30-Day Readmissions for Chronic Cardiac Conditions

Presented by:

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Chief Quality Officer

Thursday, July 9, 2015, 11:00am -12:00pm



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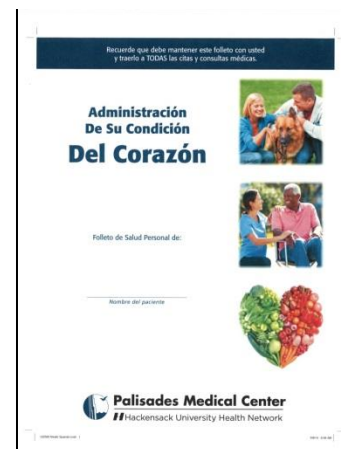
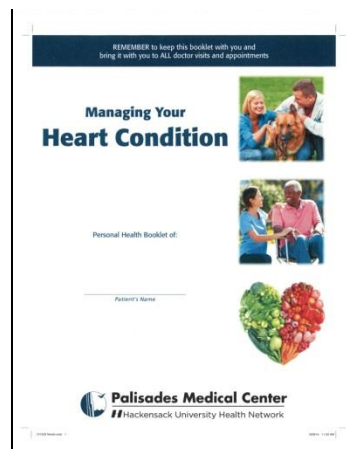
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■ DSRIP Project (August 2014- January 2015)

Adapting "Care Transitions Intervention Model to Reduce 30-Day Readmissions for Chronic Cardiac Conditions" (CHF & AMI)

CTI Model includes:

1. Patient centered booklet title "Managing Your Heart Condition" used as a tool to educate patients with primary and or history of CHF and AMI.
2. Educating patients using teach back methodology.
3. Integrated approach to patient education done by RN, CM, RD, APN and physician.
4. Arranging a home visit 24-48 hours after discharge by a home health care agency.
5. Three follow-up phone calls.



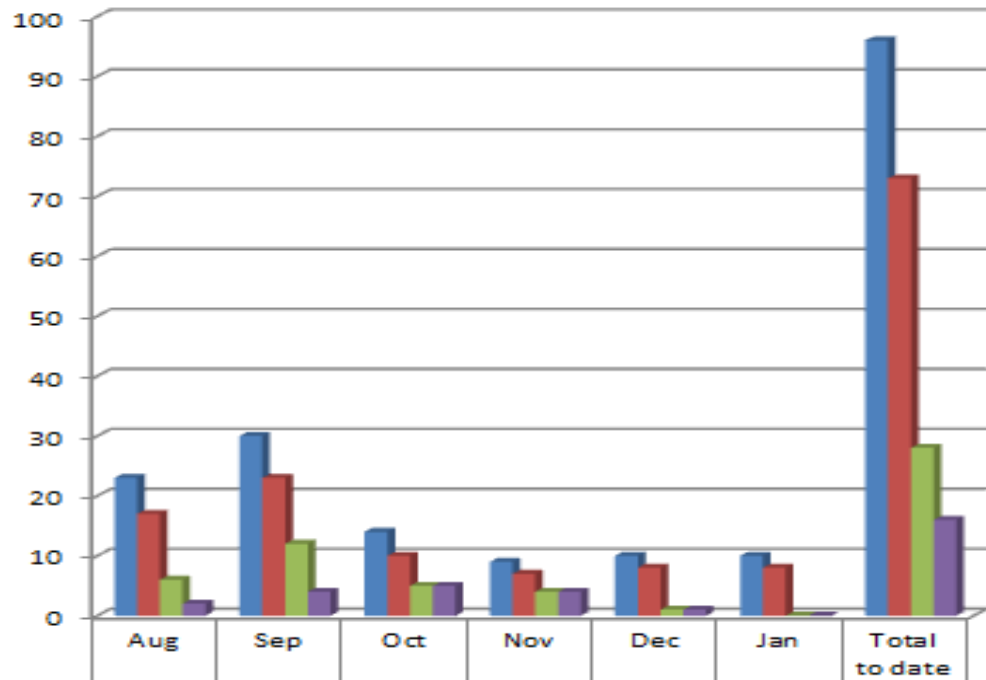


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PMC DSRIP Project Report August 2014 - January 2015



	Aug	Sep	Oct	Nov	Dec	Jan	Total to date
Total # pts consented	23	30	14	9	10	10	96
Total # included in study	17	23	10	7	8	8	73
Total # included pts readmitted	6	12	5	4	1	0	28
Total # included pts readmitted within 30 days	2	4	5	4	1	0	16



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Post discharge telephone calls

First call: How are they doing, questions about medications, discharge instructions, follow up appointment

Second call

(CHF) (If patient has NOT made appointment): When do you plan on making the appointment? SPANISH: ? Cuando piensas hacer la cita?
(CHF) Did a member of our staff talk with you about the importance of weighing yourself daily at the same time and with the same amount of clothing on? SPANISH: ? Hablo algun miembro de nuestro personal con usted acerca de la importancia de pesarse diariamente a la misma hora y con la misma cantidad de ropa?
(CHF) Did you put the magnet on your refrigerator? SPANISH: ? Has puesto el iman en su refrigerador?
(CHF) Did you receive Heart Failure education in the hospital that was easy for you to understand? SPANISH: ? Recibio educacion en el hospital de Insuficiencia Cardiaca que le fue facil de entender?
(CHF) Do you have all of your medications? SPANISH: ? Tienes todo sus medicamentos?
(CHF) Do you have the proper transportation to get you to your appointment? SPANISH: ? Tienes el transporte adecuado para llegar a su cita?
(CHF) Do you know the signs and symptoms of heart failure? SPANISH: ? Conoces los signos y sintomas de Insuficiencia Cardiaca?
(CHF) Do you know what to do if you gain 2 pounds overnight or 5 pounds in 1 week? (If no, please document comments and remind the patient that they are to call their doctor) SPANISH: ? Sabes que hacer si aumenta 2 libras durante la noche o 5 libras en 1 semana? (If "no", please document comments and remind the patient that they are to: Llame a su medico)
(CHF) Do you recall getting a copy of the "Managing Your Heart Conditions" booklet? SPANISH: ? Usted se recuerda recibir un folleto titulado "Administracion De Su Condicion Del Corazon"?
(CHF) Do you understand the medications you are taking including the reason you are taking them and potential side effects? SPANISH: ? Entiendes los medicamentos que esta tomando incluyendo la razon del porque los toma y posibles efectos secundarios?
(CHF) Have you been experiencing shortness of breath or swollen legs? SPANISH: ? Has tenido dificultades para respirar o hinchazon de las piernas?
(CHF) Have you been following the salt diet you were prescribed? (If no, review with patient) SPANISH: ? Estas siguiendo la dieta bajoen sal acuerdo a como se la recomendo el Doctor?
(CHF) Have you made your follow-up appointments with your doctor or clinic? SPANISH: ? Has hecho sus citas de seguimiento con su medico o clinica?
(CHF) If & when you feel shortness of breath or your legs swell, which medications do you take to help you with this? What time of day is this? SPANISH: ? Si y cuando has tenido dificultad para respirar o hinchazon de las piernas, que medicamentos toma para ayudarle con esto? ? A que hora del dia es esto?
(CHF) When is or was the date of your doctors appointment? (Write date of the appointment) SPANISH: ? Cuando es o fue la fecha de su cita con el medico?
(CHF) Will you remember to take the booklet to your doctor? SPANISH: Se recordara de llevar el folleto a su medico?

Third call

Survey questions	Response
1. The hospital staff took my preferences and those of my family or caregiver into account in deciding what my healthcare needs would be when I left the hospital	Strongly disagree
	Agree
	Strongly Agree
	Don't know/ Don't remember, Not applicable
2. When I left the hospital, I had a good understanding of the things I was responsible for in managing my health	Strongly disagree
	Agree
	Strongly Agree
	Don't know/ Don't remember, Not applicable
3. When I left the hospital, I clearly understood the purpose for taking each of my medications.	Strongly disagree
	Agree
	Strongly Agree
	Don't know/ Don't remember, Not applicable



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Survey questions:

1. The hospital staff took my preferences and those of my family or caregiver into account in deciding what my healthcare needs would be when I left the hospital
2. When I left the hospital, I had a good understanding of the things I was responsible for in managing my health
3. When I left the hospital, I clearly understood the purpose for taking each of my medications.

	Agree / strongly agree
Q1	91%
Q2	93%
Q3	93%





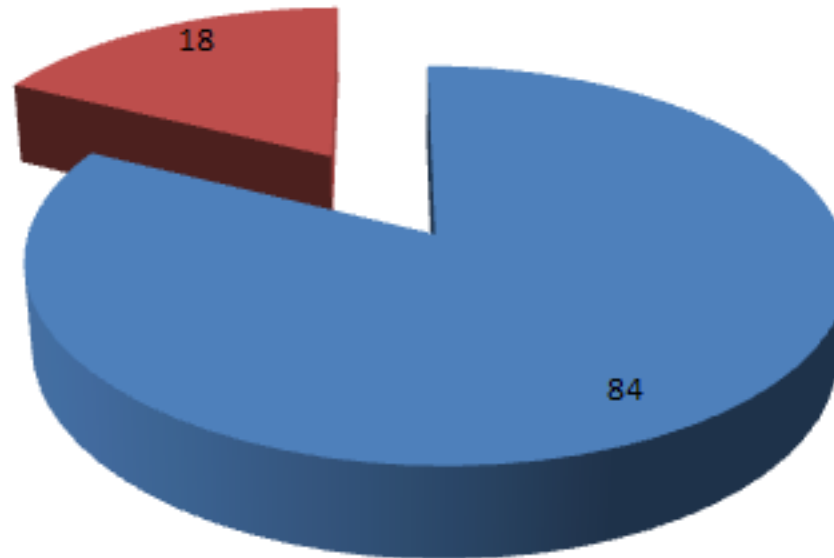
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- Hospital wide implementation- February 2015



DSRIP Project - Hospital wide Implementation
February - June 2015
Total number of patients - 102



■ #Pts ■ R30

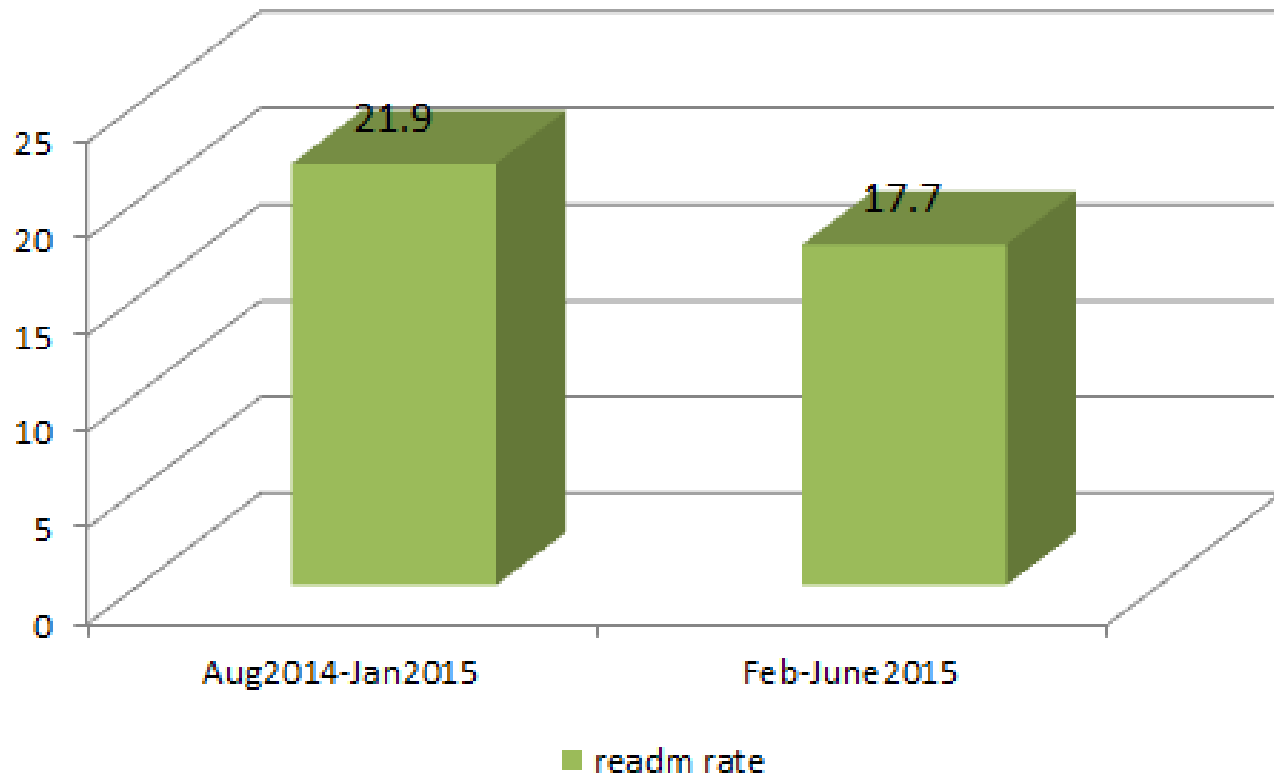


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30-day Readmission Rate (CHF/AMI)





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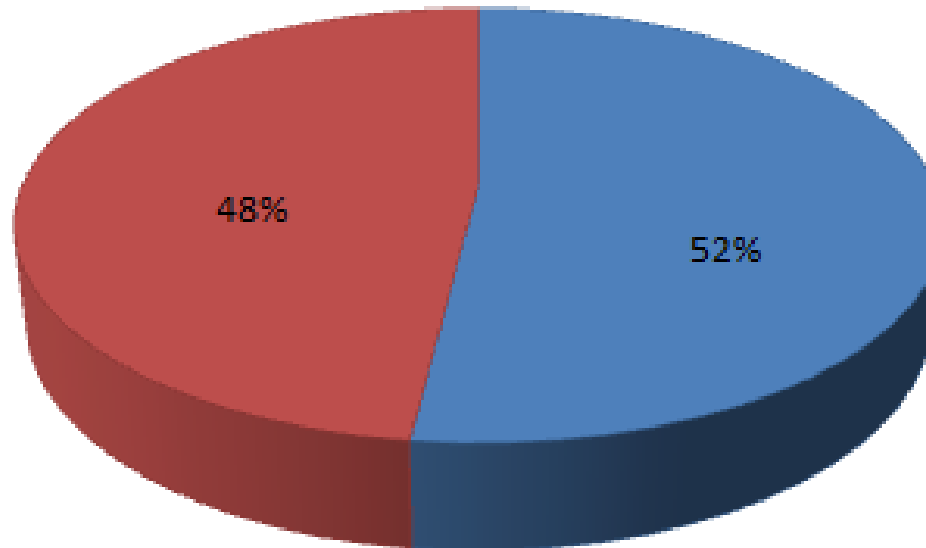
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DSRIP Project- Hospitalwide Implementation

February - June 2015

Total number of patients- 102



■ DSRIP ■ others



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Opportunities for improvement:

❖ Discharge planning

- ❖ Specific date and time of follow up appointment prior to d/c

- ❖ Collaboration with outside agencies- home care, ACO, SAR/SNF





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■ Thank you