

CASE STUDY: READMISSIONS

LIFE CARE CENTER OF PORT ORCHARD PORT ORCHARD WA

BACKGROUND

Occupancy for this post-acute care facility is typically 75 beds for long-term care residents and 20 beds for skilled nursing patients. Life Care Center of Port Orchard is part of a highly respected national chain of facilities with a reputation for quality care and high levels of patient satisfaction.

In early 2018 the facility decided to make a change to their program for medical management of their patients. Prior to this time, the facility had not implemented an accurate and reliable system of gathering and assessing clinical data, including readmissions. Consequently, the facility was not in a position to control or reduce readmissions in a way that would meet or exceed their high standards of quality and safety for their patients.

Following an investigative search, US Post Acute Care was awarded the contract for Medical Director and tasked with instituting a comprehensive program for quality improvement across a broad base of key clinical metrics, including readmission reductions, opioid reductions, psychotropic reductions, fall reduction and antibiotic stewardship. In conjunction with US Post Acute Care's Chief Medical Officer and Chief Nursing Officer, the facility agreed that readmission reduction would receive high priority, while programs for the other key clinical issues are being formulated according to the specific needs of the facility.



OBJECTIVES

The facility's history for reducing readmissions indicates a performance above the national average for Medicare patients, while performance is approximately average for facilities in Washington state. Several factors have contributed to impeding progress toward further reductions in readmission rates, including:

- a) below-average tenure in facility administration and staff
- b) uneven focus on setting and achieving goals for key clinical metrics such as readmissions
- c) sub-optimal levels of training and education among former staff and providers

After several months assessing the opportunities for further reductions in readmissions, US Post Acute Care clinical leadership recommended to facility administration a joint commitment to a goal of 17% for 30-day readmissions (all patients) to be sustainably achieved within a 12-month period.

SOLUTION STRATEGIES

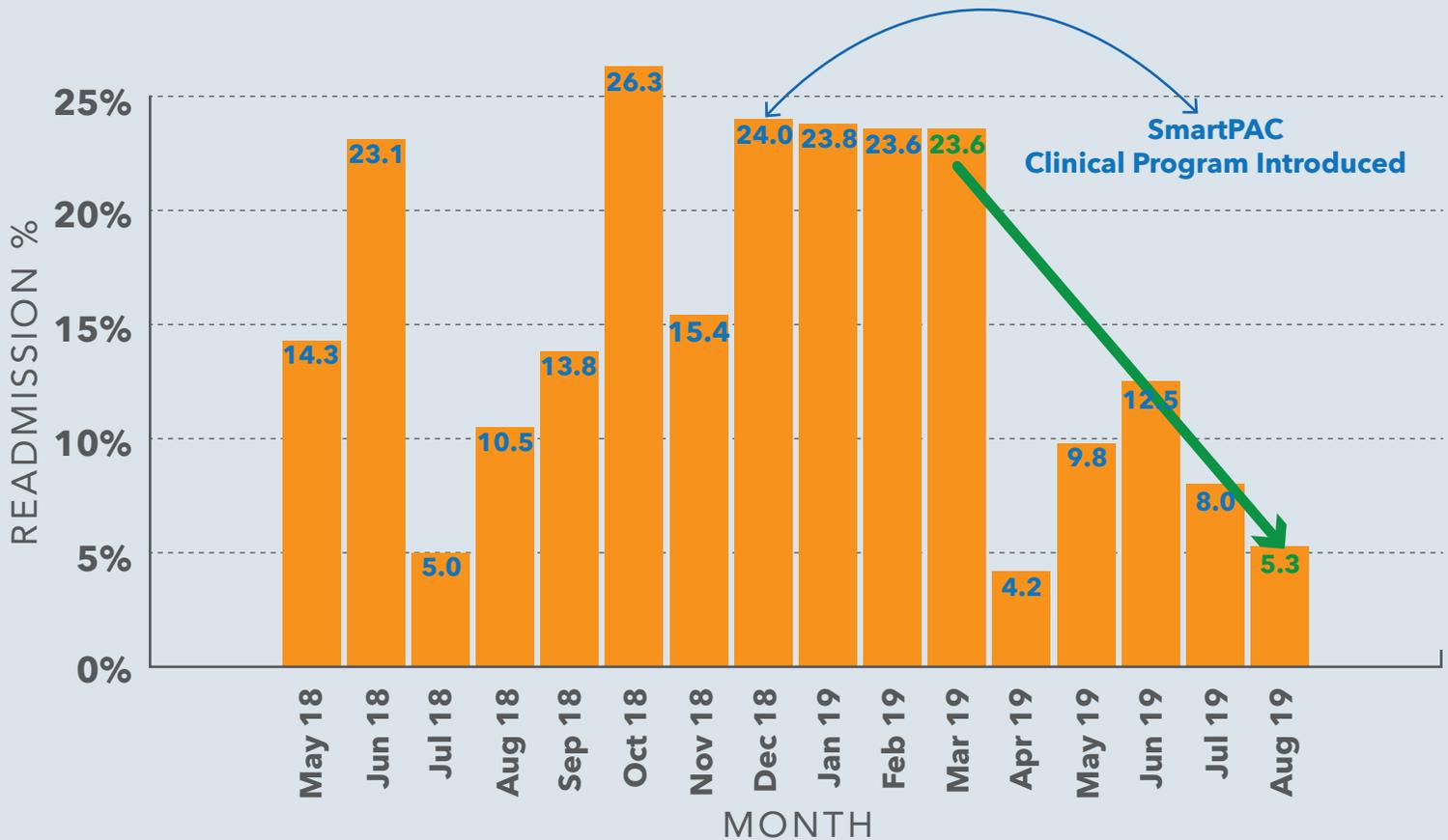
In December 2018 US Post Acute Care introduced to this facility a clinical excellence program called **SmartPAC™**. Currently in use with more than 3000 patients in over 30 post-acute settings, **SmartPAC** is designed to deliver a comprehensive system of post-acute care clinically proven to deliver highly satisfactory outcomes. Key elements of the **SmartPAC** program include the following:

1. Focus on the application of *Quality Assurance and Performance Improvements (QAPI)* with specific and measurable goals for medical providers and staff administrators in providing care for patients in a post-acute setting.
2. *Design and implementation of a training and education program* specific to readmission reduction, delivered via onsite training, teleconference, and sharing of best practices with experienced post-acute practice group partners.
3. *Intensive engagement of the facility Medical Director* including direct patient encounters, interdisciplinary rounding, transition management, analytics, and medical staff performance on all key metrics. The Medical Director pro-actively supervises on-site the Physician Assistants and Nurse Practitioners and is responsible for furthering their continued professional development.
4. *Thorough documentation of all clinical information* to ensure a quality care experience for the patient as well as a smooth and effective transition of care.
5. *Dual focus on both the skilled nursing patient and the long-term care patient*, addressing their specific needs as distinct categories of patient care.
6. *Heightened frequency of communication between medical staff and facility staff*, enabling greater responsiveness and efficiencies in patient care. Continuous formal and informal interaction between the medical and administrative teams ensures the rich exchange of information critical to ensuring excellent quality care for patients.
7. *Employing medical staff with specific expertise in post-acute medicine*. Clinicians who are highly experience with post-acute care patients bring added value through a demonstrated commitment to the care of their patients.
8. *Accountability for meeting and exceeding clinical metrics* established in partnership with facility leadership. Frequent review and response to clinical outcomes establishes a culture of efficient and responsive care.
9. *Creating value* through delivery of excellence in post-acute care.



CLINICAL OUTCOMES

30-DAY READMISSION RATES Life Care Centers of Port Orchard



SUMMARY

After a 90-day period of assessment and observation using the **SmartPAC** clinical excellence program, the facility started to realize a dramatic reduction in 30-day readmissions. In the 6-month period from March through August 2019 the facility experienced a reduction in 30-day readmissions from 23% to 5%. This implies a reduction in 30-day readmissions of 78% during this 5-month period.

Kaeun Lee

Director of Nursing
Life Care Center of Port Orchard

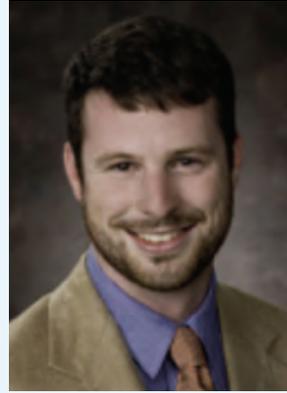


Kaeun Lee supported the readmission reduction initiative and helped to ensure the participation of facility staff in achieving the desired outcomes. "The administrative staff at Life Care Center Port Orchard reaps terrific benefit from the additional training and education provided by the US Post Acute Care medical team. Their clinical leadership and

relentless focus on readmission reductions has enabled our facility to enjoy substantial improvements in our readmission metrics. Our reputation in the local healthcare community keeps climbing higher by delivering to our patients a quality care experience that's better than ever."

Adam Filbey

Executive Director
Life Care Center of Port Orchard



Adam Filbey built a close partnership between US Post Acute Care and facility staff, and he takes great pride in the results. "The clinical team at US Post Acute Care understands that readmissions reduction is a high priority for all the stakeholders in the delivery of post-acute care. This is a practice group that knows how to deliver the

excellent results we expect, and the results they expect of themselves."

ABOUT US POST ACUTE CARE



As the Pacific Northwest's premier clinical practice group solely dedicated to post-acute medical specialty, US Post Acute Care providers are committed to the delivery of high quality care to patients in post-acute care facilities. CEO Darren Swenson, MD, founded this practice group driven by a deep commitment to delivering community-based care. **Nothing corporatized,**

nothing compromised, US Post Acute Care exists solely for post-acute patients, their families and the facilities that serve them — and that makes all the difference.