



Winning the Battle Against Hospital Readmissions

How 3 ManorCare facilities in Washington state turned the tide

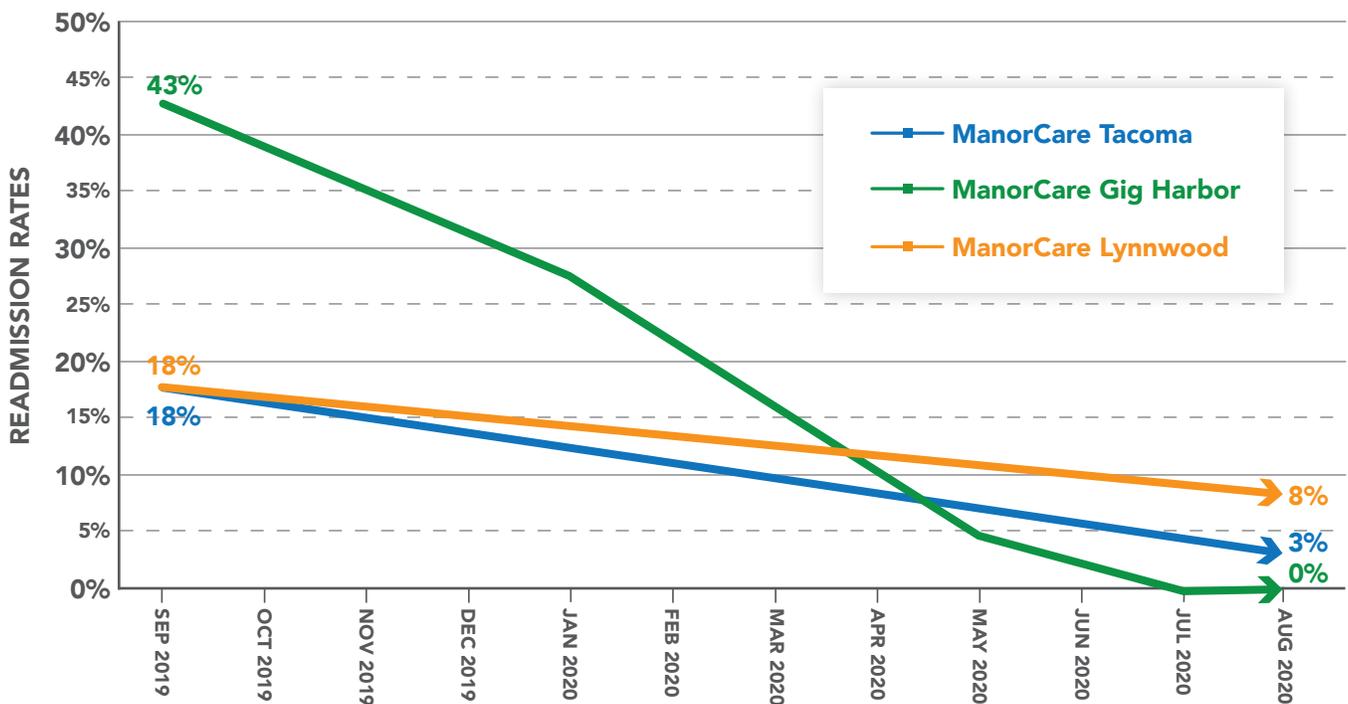
THE CHALLENGE

In the summer of 2019, the readmission rates of 3 facilities reached levels outside the range of acceptability for ManorCare Health Services (part of ProMedica Senior Care). The Hospital Readmissions Performance Chart below indicates that 2 facilities were experiencing readmission rates of 18%; one facility had surpassed 40%. US Post Acute Care was asked to devise and execute a plan to significantly improve this important quality metric.

THE RESULTS

The chart depicts trend lines for 3 ManorCare facilities over a recent 12-month period. US PAC's campaign to reduce readmissions produced the following results for all 3 facilities.

Hospital Readmissions Performance Chart



(over)

THE READMISSIONS REDUCTION ACTION PLAN

US PAC responded to this challenge by instituting the following action items:

1. A joint commitment between the US PAC clinicians and facility staff to *laser focus* on the readmission metric.
2. Additional training and education of facility staff to understand conditions and criteria for initiating a readmission in the absence of a medical provider.
3. Identification of patients with elevated risk of readmission and preemptive steps to avoid necessity of readmission.
4. Advance communication with patients, family, and facility to understand and assess risk of readmission.
5. After a readmission, both facility staff and clinicians provide documentation including Root Cause Analysis, which is then added to a data base for US PAC and the facility.
6. Increased on-site coverage by the medical director and APCs to provide an elevated level of oversight and visibility.
7. Additional clinical support capabilities including 24/7 telehealth and remote patient monitoring.
8. Medications reconciliation and review for all patients to prevent adverse reactions due to polypharmacy.
9. Regular case reviews between clinical and facility staff to identify high-risk patients that are likely candidates for readmission, and development of a preemptive plan for intervention.
10. Added focus on care transitions to ensure patients are in the right facility at the right time for their care needs.

TESTIMONIAL

Lisa Evans, Regional Director of Operations for ProMedica Senior Care's Colorado and Washington skilled nursing centers, notes the positive impact of US PAC's actions. She states,

"This path of consistent improvement supports what the care team continues to do each day: partner, communicate and work collaboratively towards achieving amazing quality patient outcomes."