

REFUEL OVERVIEW



PREPARATION

Review project flyer and watch the informational webinar recording.

PHASE ONE

- **Phase One Webinar**
 - Obtaining an executive sponsor
 - Establishing your project team
 - Readmissions data collection and analytics
 - Selecting your project patient population

PHASE TWO

- **Phase Two Webinar**
 - Phase One update and summary
 - Understanding the root cause of readmissions from the patient and caregiver perspective: Readmissions Interviews and Conversation Guide
 - Unmet Needs and Enhanced Services Menu: customizable template provided
 - Rapid Cycle Improvement: select a current process to improve or a new one to implement

PHASE THREE

- **Phase Three Webinar**
 - Engaging the ED in readmission efforts
 - Using a flag
 - Treat and return pathways

POST-PROJECT

- **Project Wrap-Up Webinar**
 - Results to date
 - Lessons learned
 - Success sharing
 - Next steps

PROJECT

Readmissions REFUEL

PURPOSE

The purpose of this cohort is to support the Partnership for Patients goal to reduce 30-day readmissions by 12 percent.

WHO

We are seeking to engage hospital-based leaders within the Compass HIN to reduce readmissions. Hospital based leaders include, but are not limited to: physicians, quality managers, case managers, discharge planners, CNOs, patient navigators and others dedicated to leading this results-focused project. The project lead will need a team to assist them with different phases of the project. Teams are scalable to facility size and resources available.

OFFERS

1. Quality improvement coaching consultations during each project phase.
 2. Provide evidence-based resources/tools from your CQC.
 3. Provide emerging/customizable tools to implement.
- Readmission data analytics support as requested.

RECOMMENDED COMMITMENT TO PARTICIPATION

1. Identify an executive sponsor to support your participation.
2. Assemble a Readmission REFUEL Team to assist your facility in successfully completing the action-focused phases of this project.
3. Continue to submit claims data to IPOP for 30-day readmissions, if possible submit this data monthly vs. quarterly for the duration of this project.
4. Have your readmission team view Phase One, Two and Three webinars.