

Reducing All Cause 30-day Readmissions

Saunders Medical Center - Wahoo, NE

Objective:

To provide patients with the best experience during their hospital stay and to reduce all-cause 30-day readmissions.

Readmissions affect our quality scores and the patient experience so SMC has prioritized the discharge process with hopes to make the transition from hospital to home the best experience for each and every patient.

Goal: Saunders Medical Center will maintain an all cause 30-day readmission rate of less than 4% for CY2019.

Background:

Saunders Medical Center identified an area of improvement with 30-day inpatient readmissions.

Internal evaluation was conducted by nursing staff and the quality department. We wanted to understand the reasoning of our readmissions and the root cause of this issue.

Top Readmission Reasons:

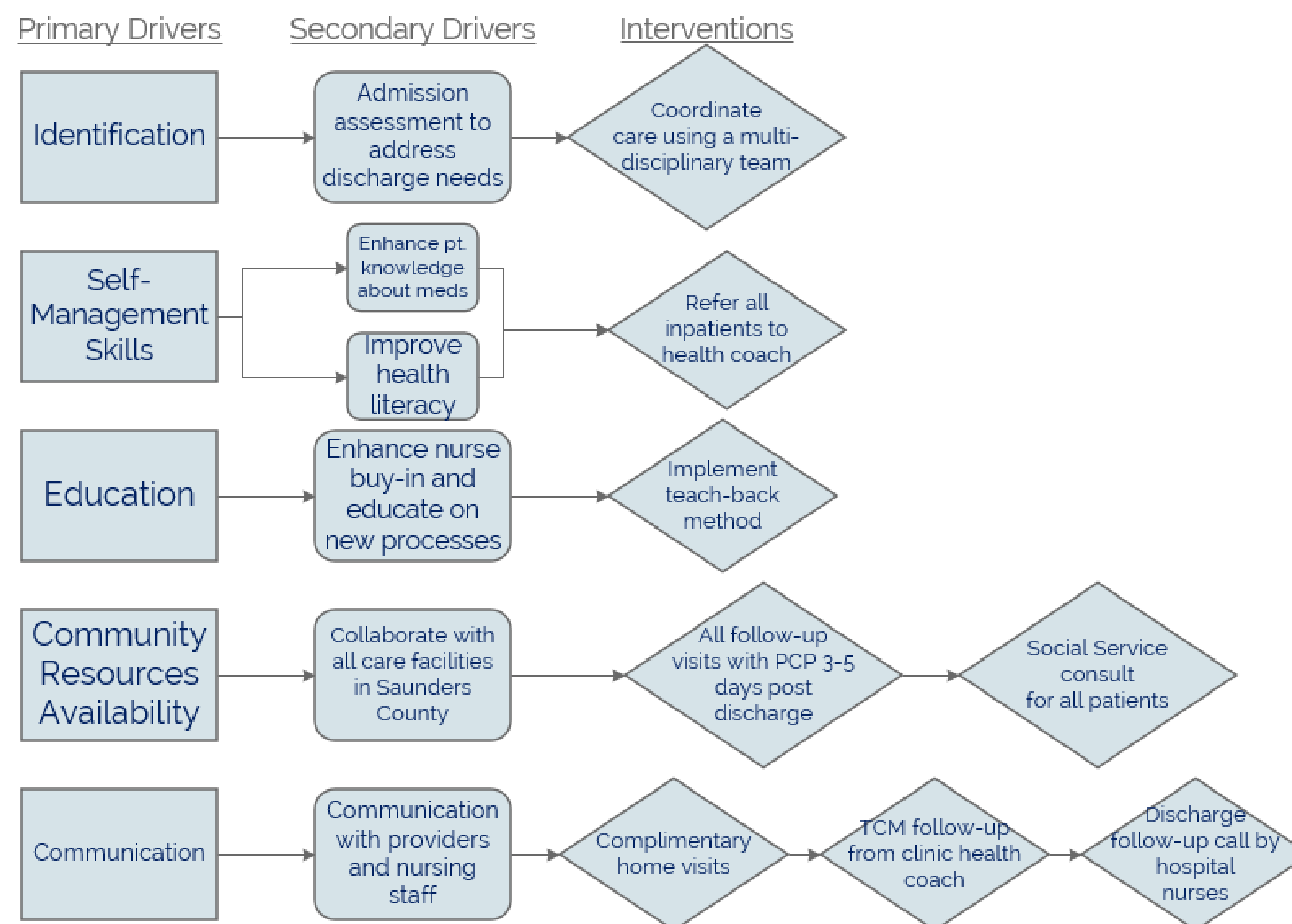
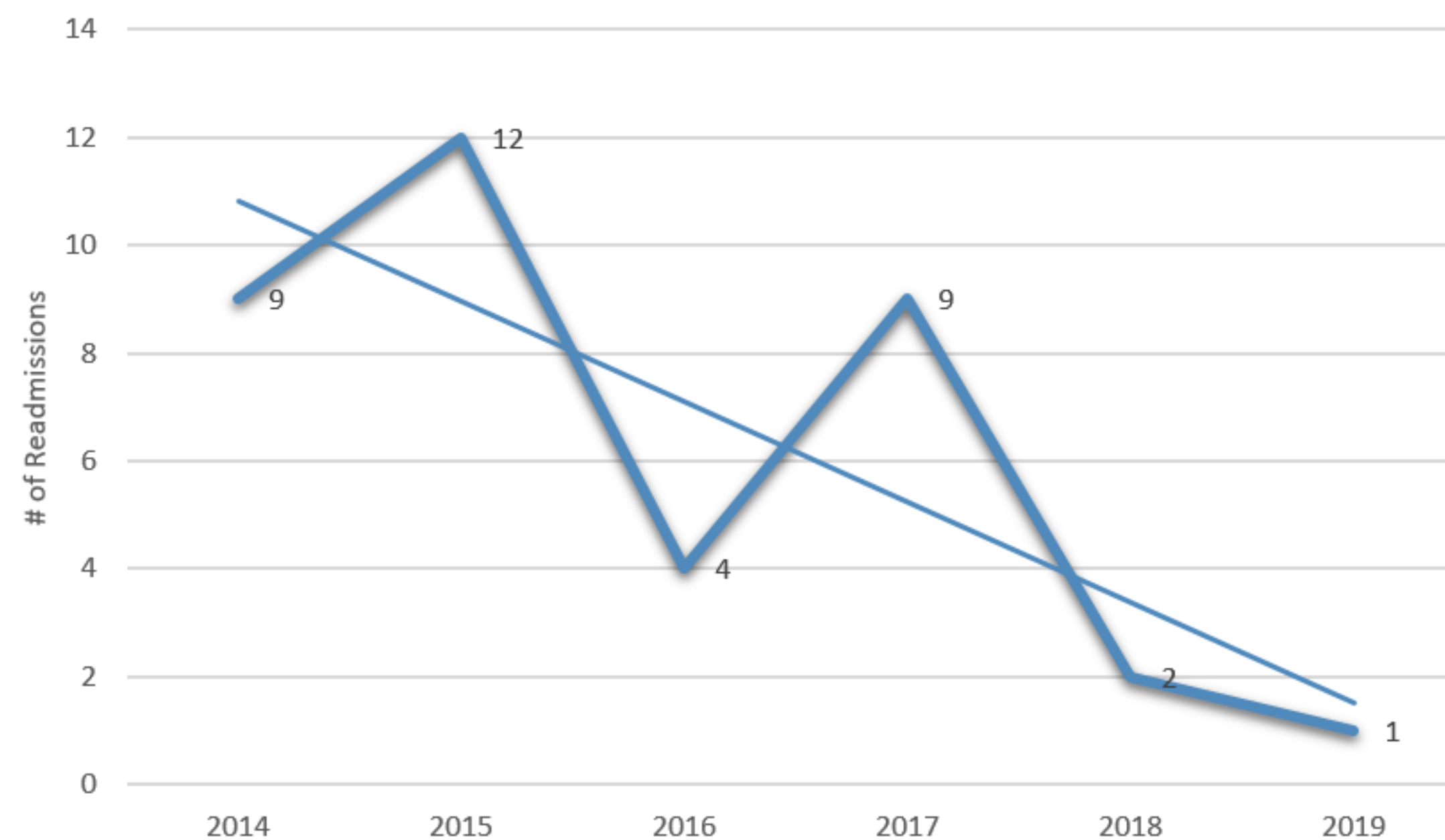
- Chronic Conditions
- End-of-Life
- Failed Home Services and Safety

Baseline readmission rate of 8% in 2014.



Metrics:

30-day Readmissions



Actions Taken:

- Expanded Quality Department by adding a Performance Improvement/Health Coach Coordinator.
- Implemented TCM services using clinic resources and Clinic Health Coaches.
- Implemented complimentary home visits 24-48 hours after discharge.
- Developed Care Transitions Collaborative Team with all of the care facilities in Saunders County.
- Created post-discharge follow-up call template.
- Daily readmission reports from NeHii to identify disparities and trends of high-utilized readmission diagnosis.

Analysis:

- Increased patients understanding of individual health and well-being as well as medication understanding and compliance.
- Improved patient involvement in health care decision-making.
- Improved confidence and trust in health care providers.
- Improved continuity of care between different facilities in the community.
- Provide easy transitions from hospital to home or hospital to other health care facility.

Readmission rate dropped from 8% to 2%.

Next Steps:

- Continue TCM and complimentary home visits.
- Expand project to include ED readmissions.
- Maintain readmission rate of <4%.