OUR TARGET POPULATION

The RCA process was coupled with the identification of high-risk, 30 day readmitting beneficiaries by MPRO using Medicare Fee-for-Service (FFS) claims. Consideration was also given to the excellent results of the CTI pilots already being implemented, the capacity of our community to touch a certain number of patients, and the categories of patients that displayed the highest risk of 30-day readmission. Based on all those considerations, the decision was made to target patients with a principal diagnosis of CHF, AMI, PNE, at one of the hospitals. The other five hospitals will serve this target population and also those with COPD, or two or more admissions in the prior three months.

OUR IMPLEMENTATION STRATEGY

A community wide Root Cause Analysis (RCA) revealed the primary causes of unnecessary readmission include the patient’s lack of understanding of their medications and care needs in relation to self-management of the disease process, and lack of knowledge about community support resources available to help them make a successful transition. CCTP/SWWC selected the Coleman Care Transitions Intervention® (CTI) coaching model because it is a low cost self-management program and a proven method of assisting patients in taking a more active role in their recovery. CTI is also an excellent fit with TSA’s Information and Assistance (I&A) program employing staff with expertise in helping older adults and people with disabilities locate existing community resources.

The RCA also revealed a need for improved communication and transfer of patient information between care settings, along with a need to provide culturally sensitive patient education tools for use by patients and providers across the continuum of care. Consequently, our efforts to improve care transitions include a Community Coalition, currently working on these issues. The Coalition’s 37 member agencies represent 7 acute care hospitals, 17 SNF & Rehabilitation Centers, and 13 Home Care & Hospice agencies across the TSA service area. Member agencies will also work with CTI coaches to assist the transition of CTI enrollees they serve.

CCTP/SWWC will build on the success of the current pilots to quickly and competently implement CTI at the other partnering hospitals and downstream providers. Experienced hospital RN and TSA coaches will job shadow the new coaches as they enroll patients into the CTI program, and will share and adapt tools, protocols and practices for use by all CCTP/SWWC partners.