Taking the Show on the Road: Core 4 Education to Reduce Readmissions
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Problem
Frontline caregivers are not routinely completing the basic components of a safe discharge.

Description
Preventing avoidable readmissions is a national priority and a key strategic initiative for Cleveland Clinic.

The Cleveland Clinic Readmission Reduction multidisciplinary team built the Discharge Readiness Tool that identifies completion of the “Core 4” (Admission medication reconciliation; Discharge medication reconciliation; Follow up Appointment scheduling and Discharge Summary completion) for each discharged patient.

A team of 3 caregivers travelled to 9 different hospital sites to spread the word about the Discharge Readiness tool via interactive presentation with slides.

Goals
1. To educate and engage frontline caregivers to complete the Core 4 for every discharged patient.
2. To educate frontline caregivers about the Core 4 Plus, additional support for high risk readmission patients.

Core 4
- Admission Medication Reconciliation
- Discharge Medication Reconciliation
- Follow-up Appointment
- Timely Discharge Summary

Road Show
Example of one doc’s On-Site Road show schedule (30 min presentation)

May 2016
CC Regional Hospitals: Euclid, Marymount, Fairview, Lutheran

June 2016
CC Regional Hospitals: Fairview, Hillcrest (2)

August 2016
CC Regional Hospitals: Fairview (2) Hillcrest , Weston (via phone), South Pointe, Lutheran, Marymount
CC Main Campus: Medicine Institute

September 2016
CC Regional Hospitals: Fairview, Hillcrest (2)

February 2017
CC Regional Hospitals: Avon, Lutheran

March 2017
CC Regional Hospitals: Fairview (2), Medina
Main Campus: Digestive Disease Institute

April 2017
CC Regional Hospitals: Fairview, Avon

May 2017
CC Regional Hospital: Fairview

Results
Educating and Engaging multidisplinary teams including pharmacy, care management, physician leadership, APP leadership, frontline LIPs, residents and bedside nurses on the Core 4 information, we were able to increase completion of the Core 4.

Next Steps
- Continue to monitor and distribute data of Core 4 compliance.
- Evaluate impact on readmission rate and continue to deliver the message to the caregivers.