Closing the Gap through Interprofessional Care Transitions

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BACKGROUND

In April 2014, an Advanced Practice Nurse (APN) was hired to start the Transitions of Care (TOC) program at our institution. The TOC APN targets high-risk patients with a primary focus on chronic obstructive pulmonary disease (COPD) and pneumonia and provides hospital and community-based health services for patients moving from acute care to home. The majority of time spent by the APN focused on medication management, which led to the creation and implementation of a TOC pharmacist position in June 2015. Using a team-based approach, the TOC pharmacist provides medication management upon hospital admission and in the home, while the TOC APN focuses on important health self-management interventions.

Since then, services have expanded to include collaborations with professionals from other disciplines. This highlights the development of an interprofessional care transitions team.

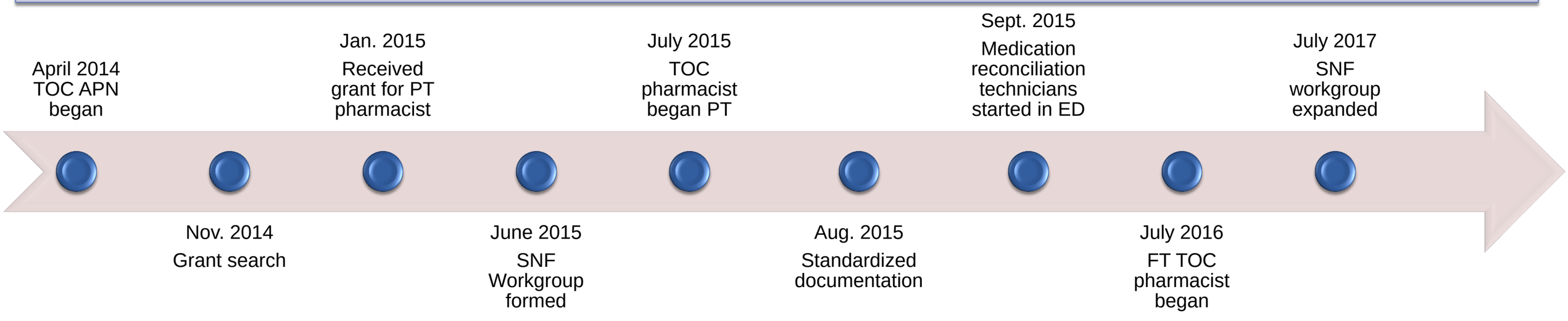
AIM

Decrease Medicare 30-day readmission rates for patients with COPD and pneumonia

PROGRAM INTERVENTIONS

- Inpatient disease-state education by APN
- Inpatient medication reconciliation by pharmacist
- Discharge phone call within 24-48 hours
- Weekly phone call up to 30 days
- Home visit or clinic visit (opt-in)

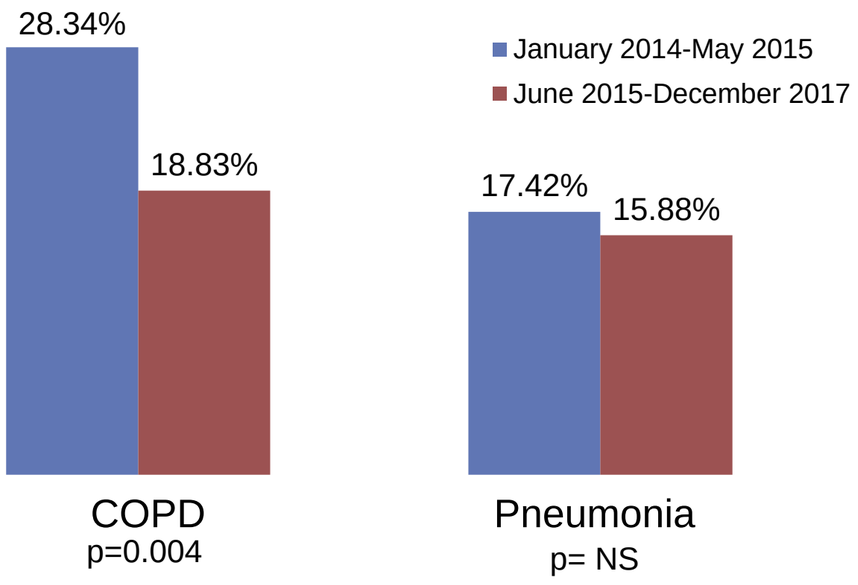
ACTIONS TAKEN



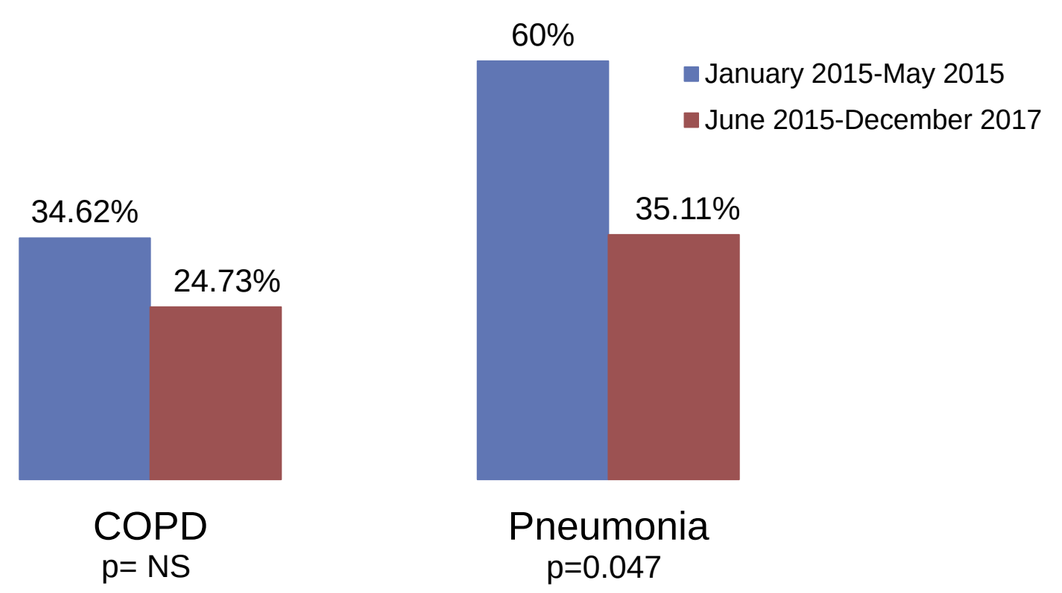
Key: PT- part-time; SNF- skilled nursing facility; ED- emergency department; FT- full-time

RESULTS

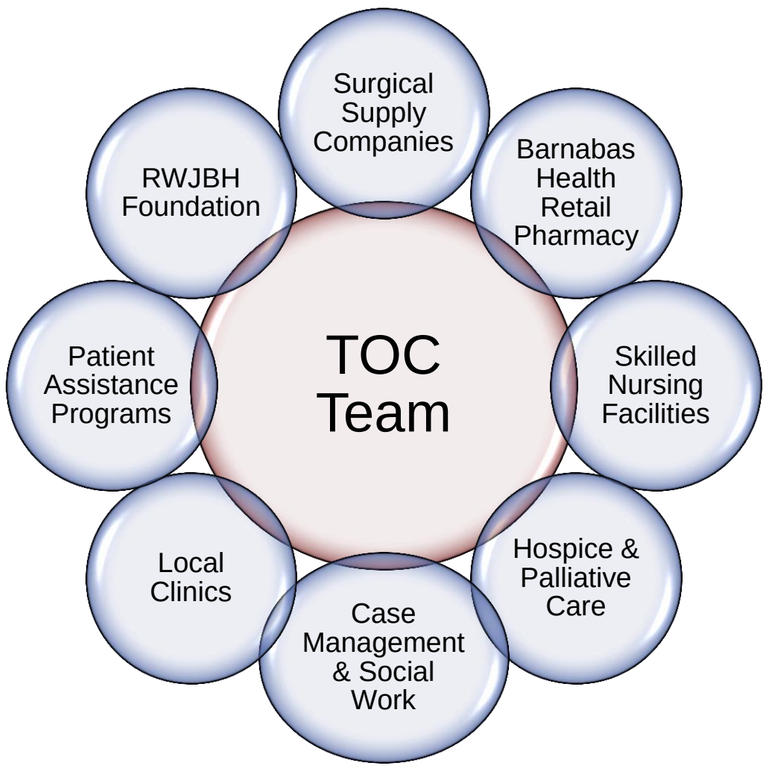
All-cause Medicare 30-Day Readmission Rates



Medicare 30-Day Readmission Rates from Skilled Nursing Facilities



INTERPROFESSIONAL COLLABORATIONS



LESSONS LEARNED

- Addition of pharmacist associated with significant decrease in COPD readmission rates
- Creation of SAR workgroup associated with significant decrease in pneumonia readmission rates from SAR facilities
- Interprofessional collaboration has been driver of achieving and sustaining decreased readmissions
- Staff education on TOC program was a challenge at first, but has been crucial in enrollment and success of program
- Patient education materials and resources are dated and limited

NEXT STEPS

- Nicotine replacement therapy study for COPD patients began January 2018
- Inpatient TOC pilot program launched August 2018
- Telehealth pilot program begins Quarter 1 2019
- PGY2 Geriatric Pharmacy residency program begins July 2019
- Expand medication access
- Streamline disease state management
- Launching new patient education platform
- Integrating population health efforts into staff orientation and education

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