

Community Care Transitions Program of Southern & Western Wayne County

The Senior Alliance: Area Agency on Aging 1-C (TSA)

Garden City Hospital, Oakwood Hospital Medical Center, Oakwood Annapolis; Oakwood Heritage, Oakwood Southshore Medical Center and Saint Mary Mercy Hospital-Livonia

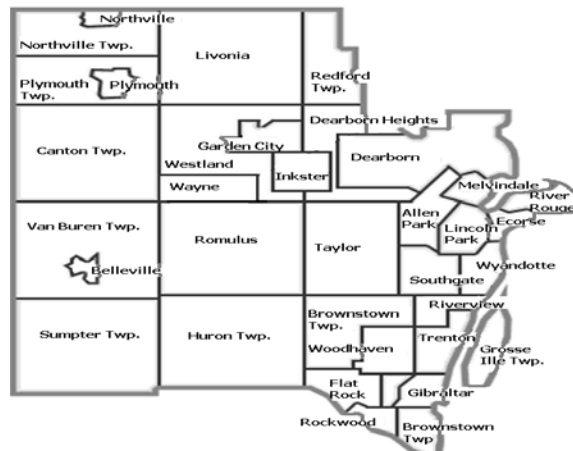
OUR COLLABORATION

TSA (Area Agency on Aging 1-C) has partnered with Garden City Hospital (GCH), St. Mary Mercy Hospital-Livonia (SMMH) and the four hospitals of the Oakwood Health System: Oakwood Hospital Medical Center (OHMC); Oakwood Annapolis Hospital (OAH); Oakwood Heritage Hospital (OHH); Oakwood Southshore Medical Center (OSMC). Three of the hospitals have 30-day readmission rates that fall in the top quartile for Michigan, and two are in the second quartile. The six hospitals cover the entire TSA planning and geographic area of southern and western Wayne County (SWWC) and our coalition will be known as the CCTP/SWWC.

OUR PREVIOUS EXPERIENCE

TSA is currently conducting Care Transition Intervention (CTI) pilot programs with GCH and SMMH. To date, over 450 patients have been enrolled through the pilots. The SMMH pilot has reduced the overall readmission rate to 9% among the target population. The experience of the GCH and SMMH pilots indicate that approximately half of the clients enrolled in CTI need transportation to the first physician visit, and/or one week of home delivered meals post discharge. Therefore, the CCTP/SWWC will offer enhanced services of transportation and/or home delivered meals to CTI enrollees identified by the coaches. The pilots indicate that as many as half of the CTI enrollees will be in need of one or both of these services.

Serving the 34 Communities of Southern and Western Wayne County, Michigan



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.