

2023 VIZIENT CONNECTIONS SUMMIT

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SEPT. 18–21, 2023
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Building Bridges: Better Transitions Lead to Improved Access and Fewer Readmissions

Gloria-Ann Seel, LCSW, LCADC, MAC, Corporate Director Behavioral Health

Brian Isaacson, MD, MBA, DFAPA, Chairman of Department of Psychiatry, Medical Director of AtlantiCare Behavioral Health, and Associate Medical Director of Undergraduate Medical Education

AtlantiCare Health System, Egg Harbor Township, NJ



Emma Misra, MD, MHA, Senior Quality Specialist

Zafar Jamkhana, MD, MPH, Associate Chief Medical Officer

Kelly Baumer, PT, MBA, FACHE, Vice President, Clinical Operations

SSM Health Saint Louis University Hospital, Saint Louis, Mo.

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Learning Objectives

- Describe two approaches to implementing transitional care clinics.
- Identify the benefits of using medication-assisted treatment within a healthcare system.
- Discuss strategies to identify patients at risk for readmission and providing transitional care to reduce readmissions.

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AtlantiCare Health System

- 2 Hospitals
- 3 ED's
- Primary Care
- Specialty Care
- Urgent Care
- FQHC
- Behavioral Health
- 945,650 individuals served



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Background

- AtlantiCare EDs treats over 500 opioid overdoses (OD) annually.
- AtlantiCare treats over 3000 unique patients with Opioid Use Disorder (OUD) in its EDs and inpatient units per year.
- Each year, roughly one third of patients with a primary OUD/OD visit were readmitted for the same diagnoses.
- Only 9% of patients diagnosed with OUD in City ED transitioned to ongoing care.
- Comprehensive system approach to treating people who use drugs.
- Multidisciplinary team approach
 - Behavioral Health, ED, Pharmacy, Nursing, IT, Finance, Revenue Enhancement

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Outcomes

- 360 patients served
- 96% of patients transitioned successfully to next level of care
- 95% of patients did not return to ED for readmission
- When medication is prescribed, follow-up rates rose to above 65%

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SSM Health St. Louis University Hospital (SLUH)

- Academic Medical Center with highly specialized adult tertiary/quaternary care
- Recognized regionally for trauma, stroke, transplant, geriatrics, and complex surgical expertise
- Urban campus with 60 percent inpatient admissions through emergency department
- 406 Total licensed beds
- 15,679 Inpatient admissions
- 130,618 Outpatient visits

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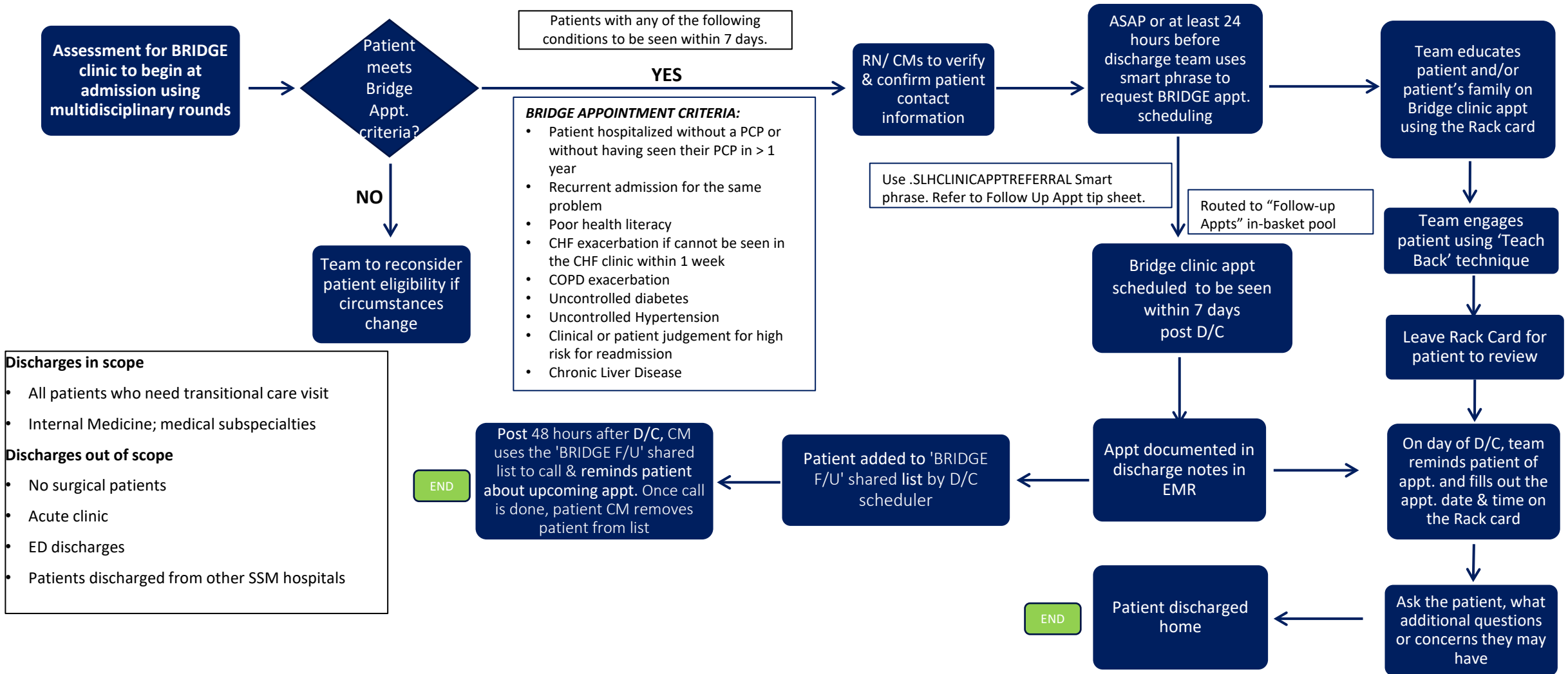
Background

- 30-day all-cause readmissions rate was higher than predicted at 13.51%
- Top 3 factors identified:
 - Lack of consistent and timely follow-up appointments
 - Insufficient patient clarity on follow-up plan and discharge instructions
 - Higher 7-day readmission percentage
- BRIDGE (Bridging Recovery, Informing Decisions, & Guiding Empowerment) aims to support patient recovery, well-being, and self-management empowerment

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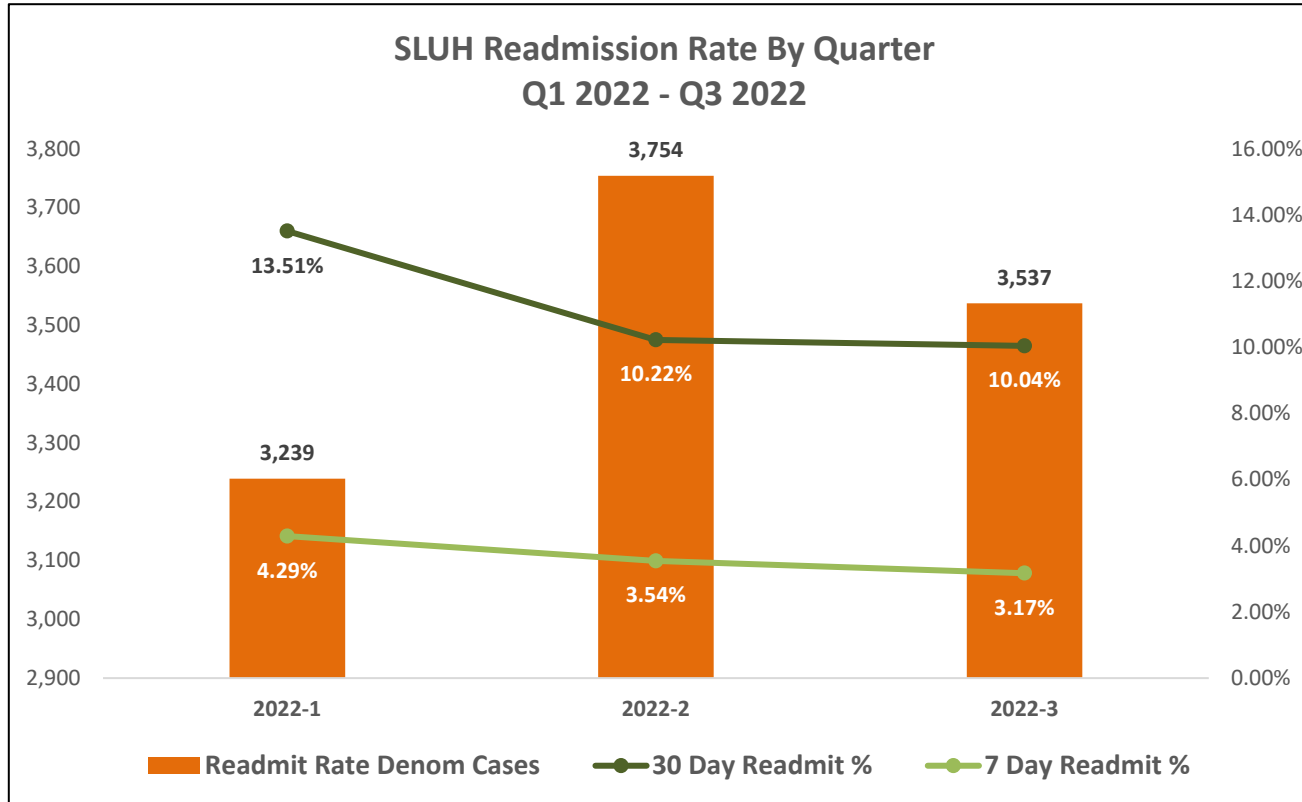
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SLUH Discharge & Patient Activation Process



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Outcomes



Readmission Rate

- 26% decrease in both 30-day & 7-day

No show Rate

- 36% compared to national average of 45%

Vaccine Rate

- 53% patients seen in clinic get vaccination

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Moderated Panel Discussion

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AtlantiCare Lessons Learned

- Be highly adaptable
- Expect change
- Flexibility is key, not perfection
- Persistence
 - Understand what drives your audience's decision making

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AtlantiCare Key Takeaways

- Executive Leadership buy in is key
- Identify a champion!
- Involve all departments early on

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SSM Lessons Learned

- Communication checkpoints to increase patient appointment compliance
 - Tailored patient education using teach-back method
 - In-person case manager visit
 - 48-hour follow-up call after discharge
 - Reminder call one business day before appointment
- Referrals from high-risk service lines added (Cardiology and Hepatology)

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SSM Key Takeaways

- Involve all stakeholders early on
- Consider patient demographics and potential barriers
- Appoint a dedicated project manager
- Maintain executive leadership support

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Questions?

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