

2024 VIZIENT CONNECTIONS SUMMIT

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My pleasure! Sustainable Innovative Community Volunteer Program Decreases Readmissions

Tere Jackson, Manager, Service Quality and Volunteer Services

Alma Villanueva, MSN, RN, NE-BC, FAACM, Director Case Management

Debra Welsch, BSN, RN Case Manager

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Learning Objectives

- Describe how to recruit, train and retain community volunteers for a successful readmission reduction team.
- Outline a volunteer process map that guides the volunteers on how to assist in making appointments.

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Houston Methodist West Hospital

Opened December 2010

271 licensed beds
16,196 Adm./year
2,714 Births

22 Operating Rooms
69,861 ED Visits
139,822 OP visits

2,233 Employees: 85.4% Fulltime 1483 Medical Staff members

HOUSTON
Methodist[®]
WEST HOSPITAL

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Awards and Recognitions



Overall star rating:

Vizient Q&A Ranking

Year	Star Rating	Overall Rank
2023	★★★★★	4
2022	★★★★★	3
2021	★★★★★	4

CMS Overall Hospital Quality Star Rating: ★★★★★

Leapfrog Hospital Safety Grade for 2024:

	My Score	My Letter Grade
Leapfrog Hospital Safety Grade for 2024:	3.6441	A

Letter Grade:	A	A	A	A	A	A	A	A
Date:	Fall 2023	Spring 2023	Fall 2022	Spring 2022	Fall 2021	Spring 2021	Fall 2020	Spring 2020
HMW Score:	3.592	3.6294	3.535	3.48	3.2998	3.299	3.2847	3.2836

Awards, Accreditations and Certifications

- DNV NIAHO Accredited Hospital & ISO 9001 Certified
- DNV Primary Stroke Center & GWTG Stroke GOLD Plus with Honor Roll Elite
- DNV Orthopedic and Spine Center of Excellence Designation
- Magnet Designation
- Commission on Cancer Accreditation
- Maternal Designation Level II and NICU Designation Level III
- Intensive Care Silver Level Beacon Award
- Accredited Bariatric Center of Excellence

Background

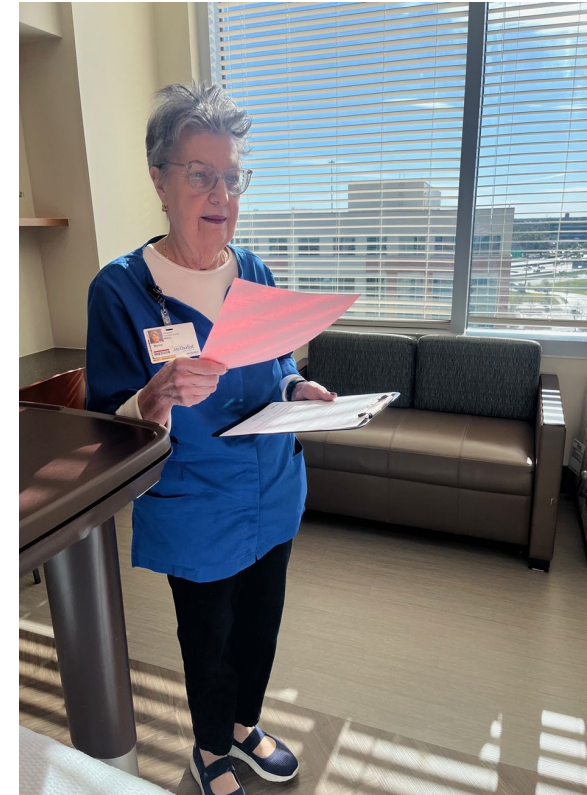
- **Unplanned readmissions are an important indicator of a hospital's quality of care and effectiveness and can be costly.**
- **Lack of follow-up appointments contribute to readmissions. Some challenges include:**
 - Feeling too ill to make appointment calls
 - Lack of understanding of importance of the time frame required for follow up
 - Inability to advocate for themselves
 - Busy office staff who also lack knowledge of timeliness necessary for follow up of certain medical conditions
 - Issues with communication (internal and external)
- **Innovative approach of engaging community volunteers was developed**

Recruiting The Right Volunteers

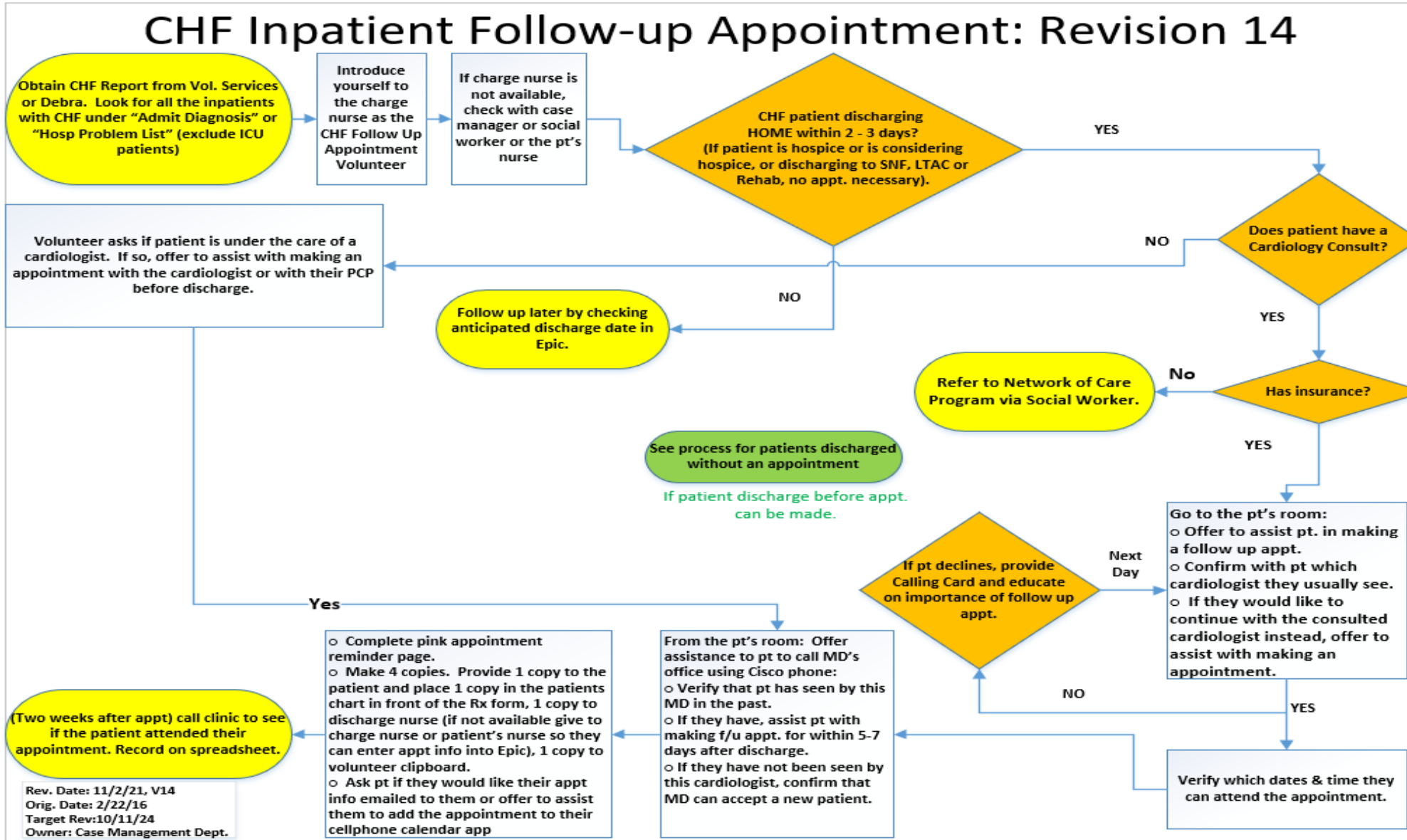
- Personality
- Selfless
- Detail Oriented
- Service Oriented
- People Person
- Passionate
- Diverse Ages and Backgrounds
- Computer Comfortable
- Delayed Gratification
- Flexibility
- Time Commitment
- Willingness to undergo comprehensive training

Training Volunteers

- Mission statement
- Hospital safety protocols
- Patient visitation
- Scripting
- Information technology
- Personalized service



Sample Volunteer Process Map



It Takes A Village

- Volunteer Services** ●
Recruit, train and celebrate community volunteers
- Leadership** ●
Program advocacy and support
- Readmission Committee** ●
Initiative reporting, interdepartmental collaboration and support
- IT Support** ●
Computers, phones, spreadsheets
- Network of Care** ●
To establish a medical home for uninsured and underinsured patients



- **Case Management**
Identify care transition patients, data DME, home health
- **Physicians and Office Staff**
Appointment 3-5 days post discharge
- **Nursing**
Bedside clinical support for volunteers
- **Respiratory Therapists**
Educate, collaborate with MDs, reinforce post d/c follow up & regimen
- **Pharmacists**
Educate, assist with resources, med rec

Retention and Sustainability

Recognition

- Volunteer Banquet attended by senior leadership
- National Volunteer Appreciation week

Bi-monthly meetings

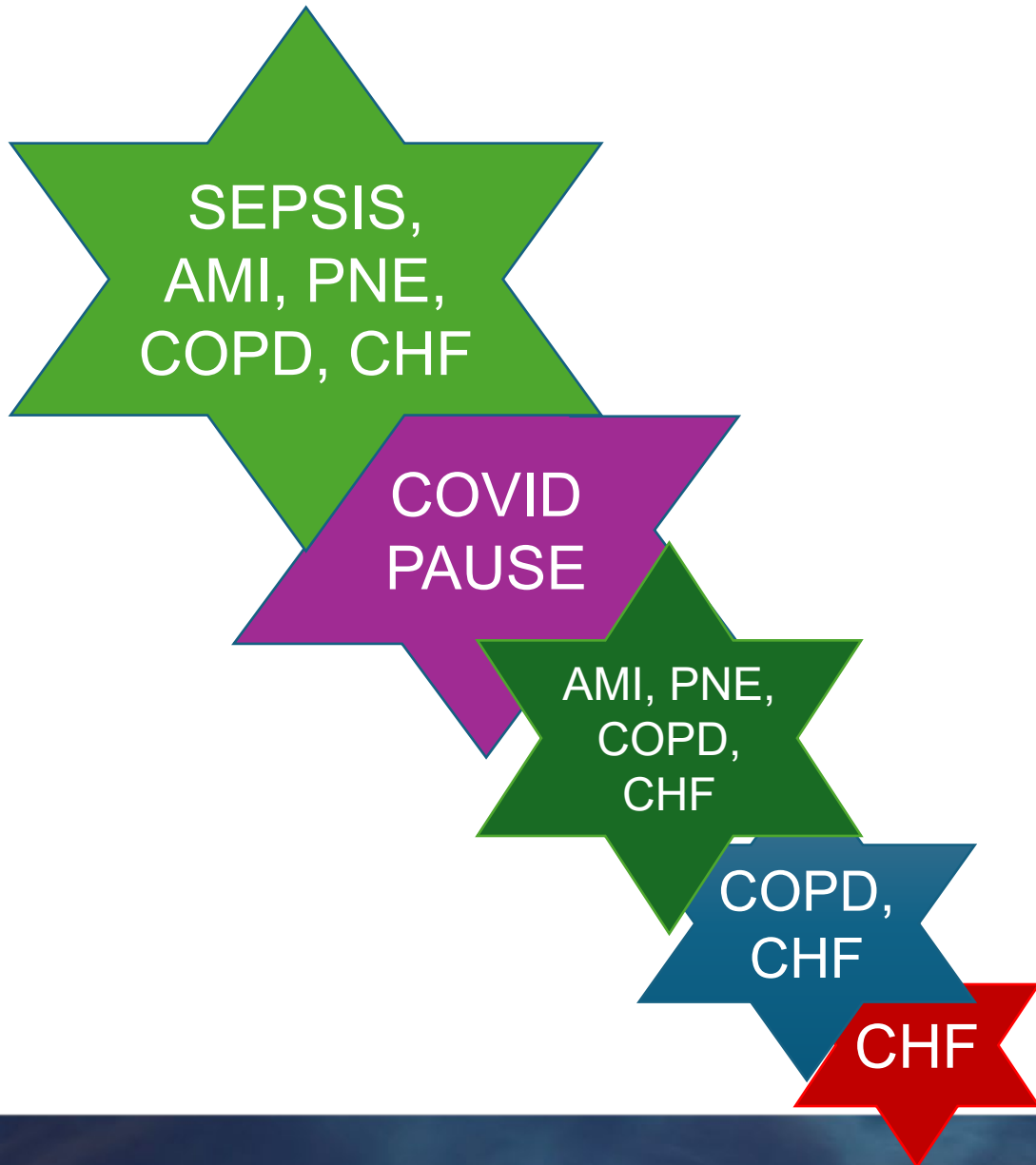
- Process improvement & training
- Kudos
- Challenges & suggestions

Volunteer Benefits

Access to gym, \$8 meal vouchers, free flu/Covid shots, CPR class, sports merchandise, mentorship, gift shop discounts, easily accessible staff support



Outcomes: Readmission Rate: 1.87%



Journey of Success!

- 2016** CHF
 329 Appointments made
 4% Readmission rate if appointment attended
 16.3% if not part of program
- 2017** COPD added to CHF
 271 Appointments made
 1.5% Readmission rate if appointment attended
- 2018** COPD, CHF
 309 Appointments made
 1% Readmission rate
- 2019** AMI & Pneumonia added to COPD, CHF
 430 Appointments made
 2.5% Readmission rate if appointment attended
- 2020** COVID PAUSE
 246 Appointments made by 7 volunteers
 2% Readmission rate if appointment attended
- 2021** 362 Appointments made by 9 volunteers
 2.5% Readmission rate if appointment attended
- 2022** 576 Appointments made by 10 volunteers
 0.8% Readmission rate if appointment attended
- 2023** SEPSIS added to AMI, PNU, COPD & CHF
 699 Appointments scheduled
 4% Readmission rate if appointment attended

Lessons Learned

- Purposely recruiting and training the right volunteers yields a more successful and sustainable team
- Strive for constant process improvement
- Multidisciplinary support

Key Takeaways

- An innovative and sustainable community volunteer program DOES impact the reduction of readmissions!
- Versatile and flexible
- Recruit and train passionate team members
- Open communication and feedback yields process improvement
- Multidisciplinary team collaboration
- Celebrate and manage up your volunteers



Readmission Volunteers with Respiratory Therapist, Service Quality, Volunteer Services & Case Management



2020 Volunteer of the Year! Fred



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Questions?



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Contact:

Tere Jackson, tjackson2@houstonmethodist.org

Alma Villanueva, mvillanueva@houstonmethodist.org

Debra Welsch, dwelsch@houstonmethodist.org

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