Reducing Hospital Length of Stay by Expediting Post-Acute Precertifications

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Learning Objectives

- Describe strategies that can be used to enhance interprofessional collaboration to reduce skilled nursing facility overutilization and hospital length of stay.
- Discuss solutions to change a healthcare system's culture through shared vision and patient advocacy.

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WHAT IF…
A healthcare system could drastically improve discharge processes?

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Assessment / Analysis

Literature Review

Key Stakeholder Identification

Pilot Program Initiation

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Precertification Program Strategies for Success

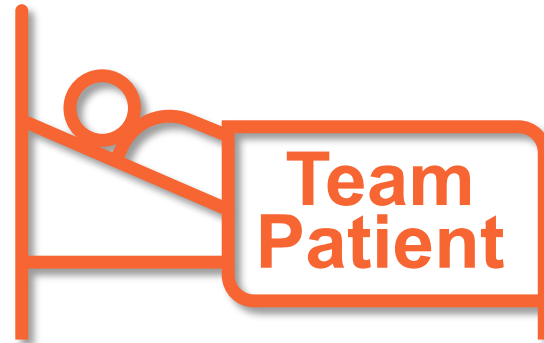Improvement Opportunities

Standard Work

Urgency

Data Collection

Interprofessional Collaboration

Team Patient

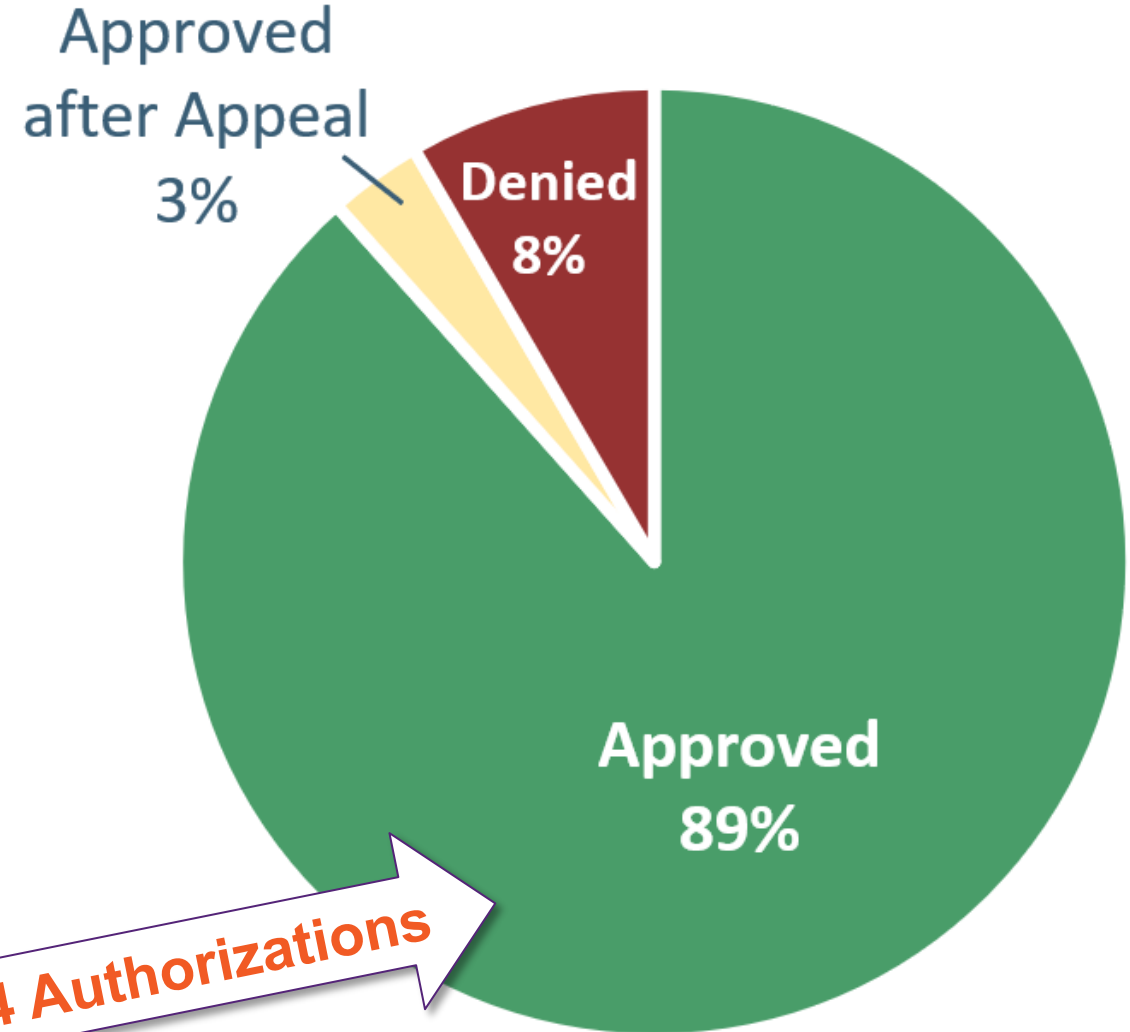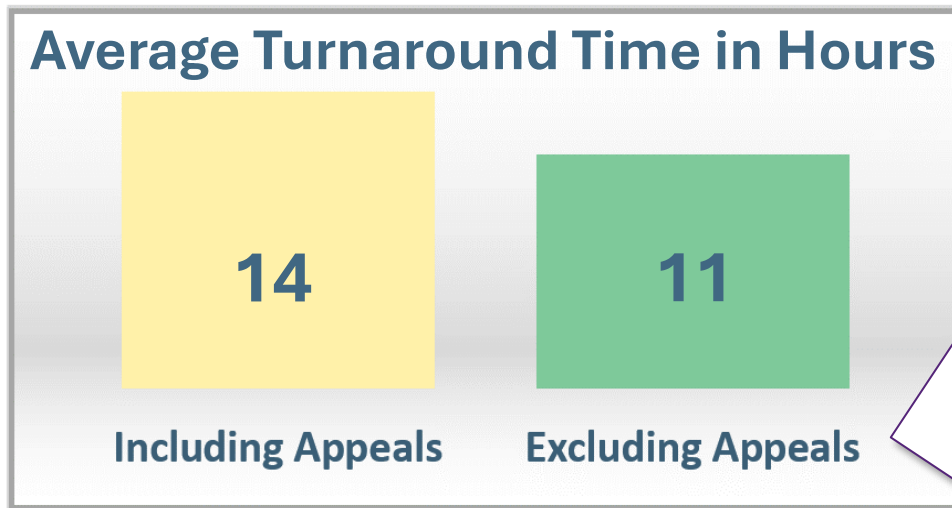Resource Allocation

Leveraging Technology

Ongoing Education

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Precert Program Outcomes

11/1/2021 – 6/30/2024

- Turnaround Times
- Approval and Appeal Rates
- Denial Management
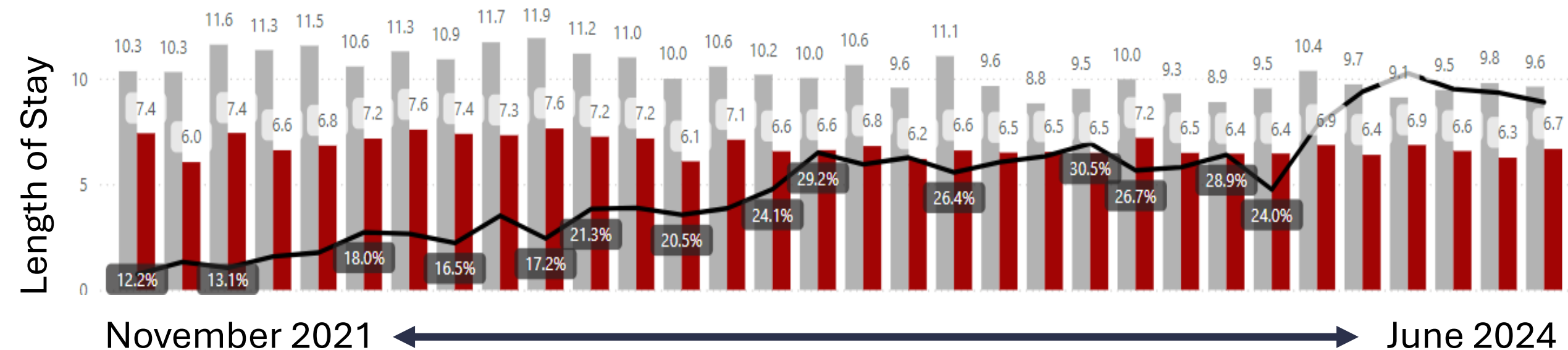- Team Member Engagement

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Approved after Appeal 3%

Denied 8%

Approved 89%

Average Turnaround Time in Hours

14	11
Including Appeals	Excluding Appeals

Out of 8,264 Authorizations

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Mobility Score Report

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Level of Care Prediction

Payer Info

DC Recommendation

KEY:	LTAC						AR/SNF			HHC			Home w/o services						PRECERT REQUIRED *Bold, italic print denotes a precert the IU Precert Team can initiate. precert the IU Precert Team can*	NO PRECERT REQUIRED	
	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	

AGE	LOS	ENCOUNTER	UNIT	ROOM	SCORE 1	SCORE 2	INSURANCE	PT DC RECOMMENDATION
64	8	Inpatient	MA2N	M2024	24	8 - Walk 250 feet or more	*Medicare Humana HMO or POS or SNP*	Home with Assistance as Needed
80	4	Inpatient	MA2N	M2042	24	6 - Walk 10 steps or more	Medicare Part A and B	Home with Assistance as Needed
64	7	Observation	MA3N	M3046	22	6 - Walk 10 steps or more	*Medicare Anthem PPO*	Rehab at facility that can flex to pt's needs.
60	6	Inpatient	MA4N	MC524	20	8 - Walk 250 feet or more	Medicaid MHS HHW	Home with 24 Hour Assistance
64	7	Inpatient	MC5	MC502	19	7 - Walk 25 feet or more	*Medicare Aetna*	Home Independently
80	29	Inpatient	MA6N	M2038	18	6 - Walk 10 steps or more	*Medicare IU Health Health Plans*	Home with Assistance as Needed
53	19	Inpatient	MA3N	M3028	17	8 - Walk 250 feet or more	Self Pay	Home with Assistance as Needed
80	6	Inpatient	MC5	M2046	16	7 - Walk 25 feet or more	*Medicare AARP PPO*	Rehab at facility that can flex to pt's needs.
50	5	Observation	MA2N	M2010	16	6 - Walk 10 steps or more	*Medicare Humana HMO or POS or SNP*	Anticipate intense rehab

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Lessons Learned

ASSESS/ANALYZE	OPERATIONALIZE	IMPLEMENT	OUTCOMES
Identify opportunity	Build a scalable pilot	Create a sustainable model	Collect key data points

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Key Takeaways

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URGENCY	TEAMWORK	AWARENESS	SHARED VISION
Create a culture of urgency	Promote teamwork as a context	Cultivate SNF criteria awareness	Tell a compelling story

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Questions?

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