



Healthcentric
Advisors
Qlarant

QIN-QIO

Quality Innovation Network -
Quality Improvement Organizations
CENTERS FOR MEDICARE & MEDICAID SERVICES
iQUALITY IMPROVEMENT & INNOVATION GROUP

Reducing Readmissions: A Gap to Goal Approach

Background

1.7 million

Medicare-Fee-For-Service beneficiaries experienced 1.7 million readmissions within 30 days in 2015.

1 million

Estimated number of readmissions thought to be preventable.

\$14 billion

Cost to Medicare of potentially preventable hospital readmissions.

Defining the Target Audience

In November 2023 IPRO used available claims data to create a gap to goal analysis identifying nursing homes (NH) that had increased from their hospital readmission baseline.

The IPRO team developed a comprehensive, multifaceted approach to provide technical assistance to the facilities.

The Intervention

The Quality Improvement Specialists (QIS) began an email campaign, highlighting tools, resources, and invitations to virtual meetings to discuss facility-specific readmission drivers.

Results

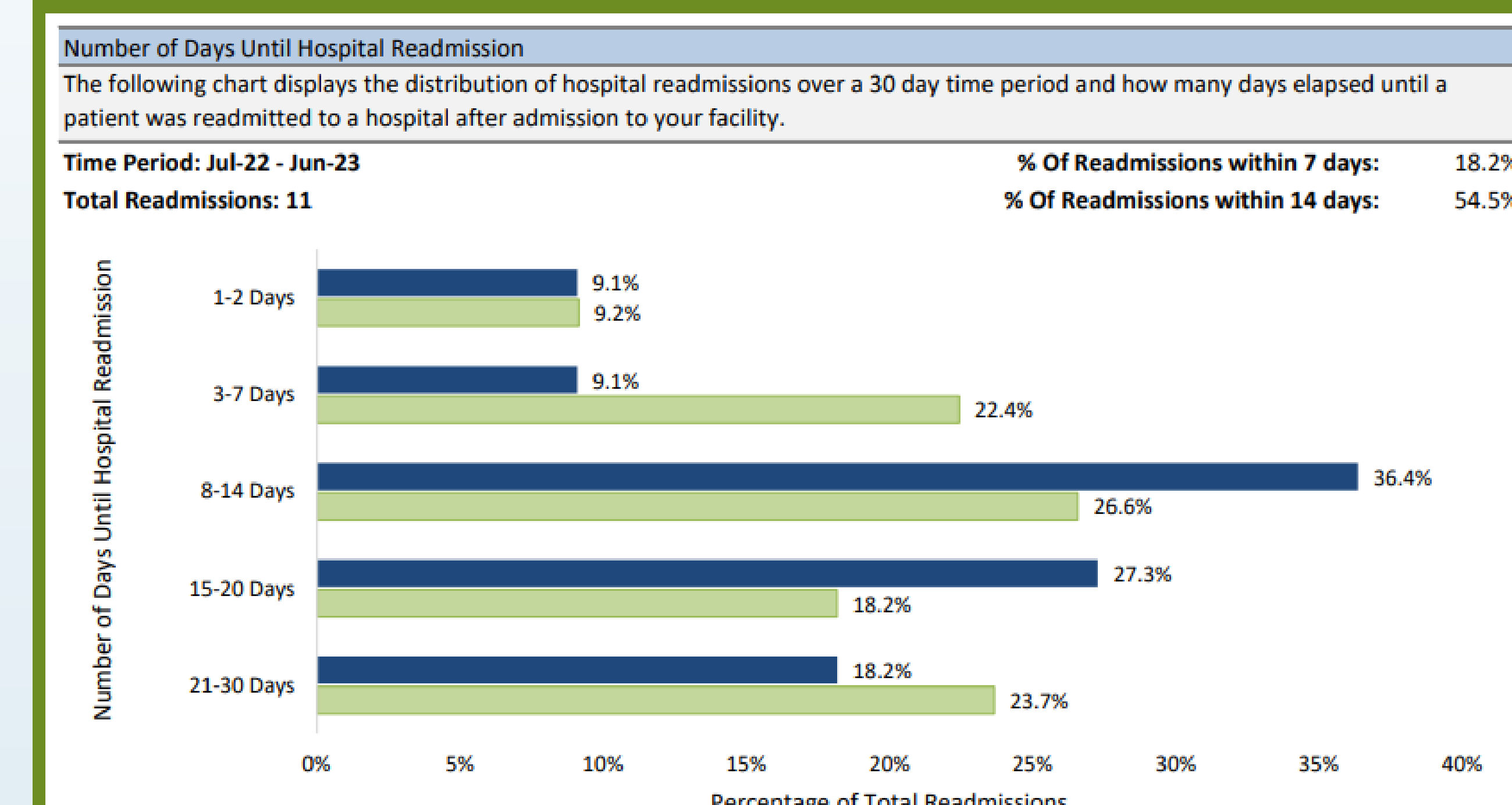
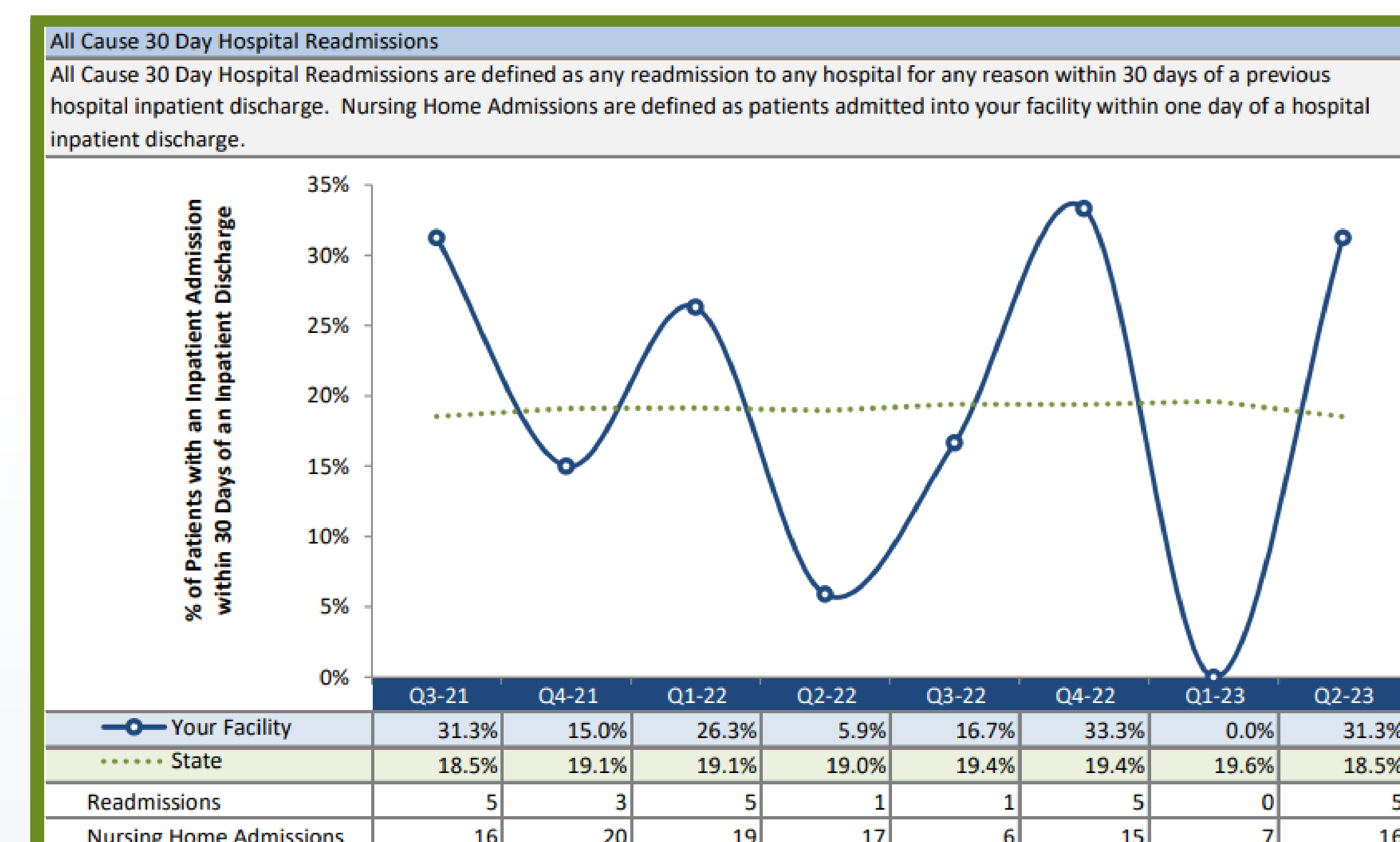
Quantitative

- **594** NHs were reached with information regarding their data, links to resources and educational opportunities.
- **77** NHs downloaded IPRO's newly developed readmissions tracking tool.
- **42** NHs participated in one-to-one coaching sessions, completed root cause analyses, and worked with the QIN-QIO on mitigation strategies.
- **19** NHs used IPRO Learn, our asynchronous learning management system, to obtain education/training related to readmissions.

Qualitative

We achieved greater collaboration with participating NHs and received feedback indicating that the NHs are implementing new strategies to address readmission rates, as evidenced in the comment shown.

More complete outcomes data will be available in the latter part of 2024.



Examples of claims based data used to identify nursing homes targeted for intervention

Transfer Tracking Form

Background Information		Hospitalization/ Readmission									
Loc / Unit	Resident Name	ID #	Date of Adm.	Current Pressure Injury	High Risk Medications (i.e. Anticoagulant, Antipsychotics, Diabetic Agents, Opioids)	Metabolic (Diabetes)	Neurological (i.e. TIA, CVA, Seizure)	Pulmonary (i.e. COPD)	Renal / CKD	Safety	Surgical / Post-Op

Enter Location Name

Screenshot of IPRO's Readmissions Tracking Tool

Feedback:

"The weekly sessions provided valuable insight that I took directly back to our hospital readmissions team. The data that was provided to the facility from IPRO helped us to focus efforts on specific areas of concerns, for us being day 15 to day 30. We are excited to see the outcome of our countermeasure and look forward to our next readmission IPRO report. Thank you for the education and assistance."

Daniel Storey LNHA, CTRS, CEAL