30 day Readmission rate for Heart Failure (DRGs per CMS definition) was 14.93% for the 24 months ending May 30, 2015.

1. Reduce HF Readmissions to 8.0% by 9/30/2016 (this is a 47% decrease)
2. No decrease in HCAPS by 6/30/2016
3. No increase in LOS by 6/30/2016

2 | PROBLEM AND GOAL STATEMENTS (SMART Problems/SMART Goals)

1. Reduce HF Readmissions for Heart Failure
2. No increase in HF mortality
3. No decrease in HCAPS ("Definitely Recommend")
4. Mean LOS Days

5 | IMPACT

- Data Validation, Measurement and Analysis (CMS, Crimson, Truven)
- Patient education and patient communication protocols: Discharge, Med Rec, Patient Education Materials, Patient Hotline, Educational Protocols
- Medical Care Protocols: therapy, lab and diagnostic testing, follow-up frequency, etc.
- Provider communication and patient tracking protocols (see next slide): there are at least 6 care transitions for the patient. Case Management facilitates them all.

3 | ANALYSIS AND INVESTIGATION

- Process Benchmarking and identification of best practices from literature
- Physicians and Quality Department identify current processes and resources and opportunities for improvement
- Identify opportunities for improvement using Crimson resources
- Identify opportunities to better align hospital and community care management resources
Provider communication and patient tracking protocols:

Note that there are at least 6 potential care transitions for the patient. Case Management facilitates them all.