Improving Care Transition and HCAHPS Scores

Part 1: December 1, 2015
Part 2: December 2, 2015

Carla Brock Wilber, DNP, RN, NE-BC
Learning and Action
Objectives- Part 1, December 1

- Discuss HCAHPS Survey
- Discuss the questions associated with composite 7
- Define and Discuss Transition of Care

Action Changes Things
Learning and Action
Objectives- Part 2, December 2

• Evaluate best practice *actions* for improving Care Transitions
What Is the HCAHPS Survey?

HCAHPS stands for “Hospital Consumer Assessment of Healthcare Providers and Systems.”

The survey is designed to produce data about patients’ perspectives of care that allow objective and meaningful comparisons of hospitals on topics that are important to consumers.

Public reporting of the survey results creates new incentives for hospitals to improve quality care.

Public reporting serves to enhance accountability in healthcare by increasing transparency of the quality of hospital care provided in return for the public investment.

https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-instruments/HospitalQualityInits/HospitalHCAHPS.html
What Is the HCAHPS Survey?

- Standardized survey instrument and data collection methodology
- Uses “apples to apples” approach
- Currently, 32 questions in length
  - 21 patient perspectives on care
  - Includes 7 Composite set
- Administered by
  - Mail only
  - Telephone only
  - Mixed (mail followed by telephone)
  - Active Interactive Voice Response (IVR)
What Is the HCAHPS Survey?

- Intended for patients of all payer types that meet the following:
  - 18 years or older at the time of admission
  - At least one night stay in the hospital as an inpatient
  - Non-psychiatric MS-DRG/principal diagnosis at discharge
  - Alive at discharge

- Sampling procedure is random
  - Patients surveyed 48 hours to six weeks after discharge
  - Data collected throughout each month of a 12-month reporting period
  - Data aggregated quarter (a rolling 4 quarters)
  - Most recent 4 quarters reported publicly-
Our Focus- Composite 7 Care Transition

• Section: Understanding your care when you left the hospital
  • Composite 7 is different in the scoring methodology
  • Contains three questions
    • Aimed at measuring the patients’ perception regarding the aspect of care that leaves the walls of our facility.
<table>
<thead>
<tr>
<th>State</th>
<th>Comm. with Nurses</th>
<th>Comm. with Doctors</th>
<th>Responsiveness of Hospital Staff</th>
<th>Pain Management</th>
<th>Comm. About Medicines</th>
<th>Cleanliness of Hosp. Env.</th>
<th>Quietness of Hosp. Env.</th>
<th>Discharge Information</th>
<th>Care Transition</th>
<th>Overall Hospital Rating</th>
<th>Recommend the Hospital</th>
<th>Publicly Reporting Hospitals</th>
<th>Survey Response Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>AK</td>
<td>74</td>
<td>75</td>
<td>67</td>
<td>68</td>
<td>65</td>
<td>69</td>
<td>58</td>
<td>84</td>
<td>49</td>
<td>65</td>
<td>70</td>
<td>16</td>
<td>25%</td>
</tr>
<tr>
<td>AL</td>
<td>81</td>
<td>86</td>
<td>69</td>
<td>73</td>
<td>67</td>
<td>72</td>
<td>71</td>
<td>85</td>
<td>52</td>
<td>73</td>
<td>71</td>
<td>85</td>
<td>30%</td>
</tr>
<tr>
<td>AR</td>
<td>79</td>
<td>84</td>
<td>68</td>
<td>70</td>
<td>64</td>
<td>73</td>
<td>66</td>
<td>83</td>
<td>50</td>
<td>70</td>
<td>68</td>
<td>64</td>
<td>28%</td>
</tr>
<tr>
<td>AZ</td>
<td>77</td>
<td>78</td>
<td>66</td>
<td>70</td>
<td>64</td>
<td>70</td>
<td>58</td>
<td>87</td>
<td>51</td>
<td>70</td>
<td>70</td>
<td>70</td>
<td>32%</td>
</tr>
<tr>
<td>CA</td>
<td>75</td>
<td>78</td>
<td>62</td>
<td>69</td>
<td>61</td>
<td>70</td>
<td>51</td>
<td>84</td>
<td>49</td>
<td>68</td>
<td>70</td>
<td>310</td>
<td>27%</td>
</tr>
<tr>
<td>CO</td>
<td>79</td>
<td>81</td>
<td>69</td>
<td>72</td>
<td>67</td>
<td>75</td>
<td>63</td>
<td>83</td>
<td>54</td>
<td>74</td>
<td>75</td>
<td>64</td>
<td>31%</td>
</tr>
<tr>
<td>CT</td>
<td>80</td>
<td>80</td>
<td>65</td>
<td>70</td>
<td>63</td>
<td>73</td>
<td>53</td>
<td>85</td>
<td>51</td>
<td>68</td>
<td>72</td>
<td>29</td>
<td>29%</td>
</tr>
<tr>
<td>DC</td>
<td>71</td>
<td>78</td>
<td>54</td>
<td>65</td>
<td>57</td>
<td>63</td>
<td>55</td>
<td>80</td>
<td>42</td>
<td>58</td>
<td>61</td>
<td>7</td>
<td>24%</td>
</tr>
<tr>
<td>DE</td>
<td>79</td>
<td>78</td>
<td>68</td>
<td>70</td>
<td>63</td>
<td>69</td>
<td>54</td>
<td>86</td>
<td>50</td>
<td>57</td>
<td>68</td>
<td>6</td>
<td>26%</td>
</tr>
<tr>
<td>FL</td>
<td>76</td>
<td>78</td>
<td>62</td>
<td>68</td>
<td>61</td>
<td>70</td>
<td>59</td>
<td>83</td>
<td>49</td>
<td>57</td>
<td>69</td>
<td>172</td>
<td>28%</td>
</tr>
<tr>
<td>GA</td>
<td>79</td>
<td>83</td>
<td>66</td>
<td>71</td>
<td>64</td>
<td>71</td>
<td>67</td>
<td>84</td>
<td>51</td>
<td>70</td>
<td>69</td>
<td>119</td>
<td>25%</td>
</tr>
<tr>
<td>HI</td>
<td>79</td>
<td>84</td>
<td>71</td>
<td>73</td>
<td>68</td>
<td>75</td>
<td>60</td>
<td>87</td>
<td>51</td>
<td>74</td>
<td>70</td>
<td>16</td>
<td>28%</td>
</tr>
<tr>
<td>IA</td>
<td>81</td>
<td>83</td>
<td>71</td>
<td>72</td>
<td>66</td>
<td>79</td>
<td>65</td>
<td>83</td>
<td>56</td>
<td>75</td>
<td>76</td>
<td>87</td>
<td>36%</td>
</tr>
<tr>
<td>ID</td>
<td>81</td>
<td>84</td>
<td>74</td>
<td>71</td>
<td>68</td>
<td>78</td>
<td>64</td>
<td>81</td>
<td>56</td>
<td>73</td>
<td>74</td>
<td>35</td>
<td>37%</td>
</tr>
<tr>
<td>IL</td>
<td>80</td>
<td>82</td>
<td>68</td>
<td>72</td>
<td>64</td>
<td>74</td>
<td>61</td>
<td>85</td>
<td>52</td>
<td>71</td>
<td>70</td>
<td>161</td>
<td>30%</td>
</tr>
<tr>
<td>IN</td>
<td>82</td>
<td>83</td>
<td>72</td>
<td>73</td>
<td>66</td>
<td>76</td>
<td>62</td>
<td>83</td>
<td>54</td>
<td>75</td>
<td>73</td>
<td>121</td>
<td>32%</td>
</tr>
<tr>
<td>KS</td>
<td>81</td>
<td>85</td>
<td>72</td>
<td>73</td>
<td>67</td>
<td>76</td>
<td>67</td>
<td>87</td>
<td>56</td>
<td>77</td>
<td>76</td>
<td>96</td>
<td>36%</td>
</tr>
<tr>
<td>KY</td>
<td>81</td>
<td>85</td>
<td>70</td>
<td>73</td>
<td>67</td>
<td>75</td>
<td>66</td>
<td>87</td>
<td>53</td>
<td>72</td>
<td>71</td>
<td>89</td>
<td>29%</td>
</tr>
<tr>
<td>LA</td>
<td>84</td>
<td>87</td>
<td>73</td>
<td>76</td>
<td>69</td>
<td>75</td>
<td>74</td>
<td>86</td>
<td>58</td>
<td>76</td>
<td>76</td>
<td>103</td>
<td>28%</td>
</tr>
<tr>
<td>MA</td>
<td>80</td>
<td>81</td>
<td>66</td>
<td>71</td>
<td>64</td>
<td>73</td>
<td>53</td>
<td>89</td>
<td>53</td>
<td>70</td>
<td>74</td>
<td>59</td>
<td>30%</td>
</tr>
<tr>
<td>MD</td>
<td>76</td>
<td>78</td>
<td>60</td>
<td>67</td>
<td>60</td>
<td>65</td>
<td>56</td>
<td>85</td>
<td>48</td>
<td>65</td>
<td>67</td>
<td>44</td>
<td>28%</td>
</tr>
<tr>
<td>ME</td>
<td>83</td>
<td>83</td>
<td>72</td>
<td>74</td>
<td>69</td>
<td>80</td>
<td>61</td>
<td>89</td>
<td>58</td>
<td>75</td>
<td>76</td>
<td>33</td>
<td>30%</td>
</tr>
<tr>
<td>MI</td>
<td>80</td>
<td>81</td>
<td>70</td>
<td>72</td>
<td>64</td>
<td>73</td>
<td>60</td>
<td>81</td>
<td>52</td>
<td>72</td>
<td>71</td>
<td>122</td>
<td>34%</td>
</tr>
<tr>
<td>MN</td>
<td>81</td>
<td>84</td>
<td>73</td>
<td>72</td>
<td>67</td>
<td>78</td>
<td>67</td>
<td>88</td>
<td>55</td>
<td>74</td>
<td>74</td>
<td>111</td>
<td>36%</td>
</tr>
<tr>
<td>MO</td>
<td>80</td>
<td>82</td>
<td>68</td>
<td>70</td>
<td>65</td>
<td>73</td>
<td>63</td>
<td>83</td>
<td>53</td>
<td>71</td>
<td>71</td>
<td>94</td>
<td>32%</td>
</tr>
<tr>
<td>MS</td>
<td>81</td>
<td>87</td>
<td>69</td>
<td>73</td>
<td>67</td>
<td>74</td>
<td>71</td>
<td>84</td>
<td>51</td>
<td>71</td>
<td>69</td>
<td>84</td>
<td>26%</td>
</tr>
<tr>
<td>MT</td>
<td>78</td>
<td>83</td>
<td>71</td>
<td>71</td>
<td>65</td>
<td>73</td>
<td>62</td>
<td>84</td>
<td>52</td>
<td>67</td>
<td>68</td>
<td>40</td>
<td>35%</td>
</tr>
<tr>
<td>NC</td>
<td>80</td>
<td>83</td>
<td>67</td>
<td>71</td>
<td>65</td>
<td>72</td>
<td>63</td>
<td>86</td>
<td>52</td>
<td>70</td>
<td>70</td>
<td>96</td>
<td>28%</td>
</tr>
<tr>
<td>ND</td>
<td>77</td>
<td>80</td>
<td>68</td>
<td>69</td>
<td>63</td>
<td>70</td>
<td>64</td>
<td>81</td>
<td>47</td>
<td>65</td>
<td>66</td>
<td>34</td>
<td>35%</td>
</tr>
<tr>
<td>NE</td>
<td>83</td>
<td>85</td>
<td>75</td>
<td>73</td>
<td>67</td>
<td>80</td>
<td>67</td>
<td>88</td>
<td>57</td>
<td>76</td>
<td>77</td>
<td>78</td>
<td>37%</td>
</tr>
<tr>
<td>NH</td>
<td>82</td>
<td>82</td>
<td>77</td>
<td>72</td>
<td>68</td>
<td>77</td>
<td>58</td>
<td>82</td>
<td>55</td>
<td>74</td>
<td>75</td>
<td>24</td>
<td>31%</td>
</tr>
<tr>
<td>NJ</td>
<td>77</td>
<td>78</td>
<td>61</td>
<td>68</td>
<td>60</td>
<td>69</td>
<td>53</td>
<td>83</td>
<td>47</td>
<td>64</td>
<td>66</td>
<td>64</td>
<td>25%</td>
</tr>
<tr>
<td>NM</td>
<td>76</td>
<td>79</td>
<td>67</td>
<td>70</td>
<td>64</td>
<td>72</td>
<td>62</td>
<td>83</td>
<td>48</td>
<td>66</td>
<td>63</td>
<td>40</td>
<td>26%</td>
</tr>
<tr>
<td>NV</td>
<td>73</td>
<td>75</td>
<td>61</td>
<td>66</td>
<td>61</td>
<td>69</td>
<td>54</td>
<td>84</td>
<td>47</td>
<td>67</td>
<td>67</td>
<td>27</td>
<td>29%</td>
</tr>
<tr>
<td>NY</td>
<td>76</td>
<td>78</td>
<td>62</td>
<td>67</td>
<td>61</td>
<td>70</td>
<td>52</td>
<td>85</td>
<td>48</td>
<td>64</td>
<td>66</td>
<td>163</td>
<td>27%</td>
</tr>
</tbody>
</table>
# Summary of HCAHPS Survey Results:
## January 2014 to December 2014 Discharges

<table>
<thead>
<tr>
<th>State</th>
<th>Comm. with Nurses</th>
<th>Comm. with Doctors</th>
<th>Responsiveness of Hospital Staff</th>
<th>Pain Management</th>
<th>Comm. About Medicines</th>
<th>Cleanliness of Hosp. Env.</th>
<th>Quietness of Hosp. Env.</th>
<th>Discharge Information</th>
<th>Care Transition</th>
<th>Overall Hospital Rating</th>
<th>Recommend the Hospital</th>
<th>Publicly Reporting Hospitals</th>
<th>Survey Response Rate**</th>
</tr>
</thead>
<tbody>
<tr>
<td>OH</td>
<td>81</td>
<td>81</td>
<td>70</td>
<td>72</td>
<td>66</td>
<td>75</td>
<td>60</td>
<td>88</td>
<td>53</td>
<td>73</td>
<td>72</td>
<td>158</td>
<td>32%</td>
</tr>
<tr>
<td>OK</td>
<td>80</td>
<td>84</td>
<td>71</td>
<td>72</td>
<td>66</td>
<td>74</td>
<td>69</td>
<td>86</td>
<td>53</td>
<td>72</td>
<td>70</td>
<td>101</td>
<td>29%</td>
</tr>
<tr>
<td>OR</td>
<td>79</td>
<td>81</td>
<td>69</td>
<td>70</td>
<td>65</td>
<td>74</td>
<td>57</td>
<td>87</td>
<td>52</td>
<td>71</td>
<td>72</td>
<td>56</td>
<td>31%</td>
</tr>
<tr>
<td>PA</td>
<td>80</td>
<td>80</td>
<td>68</td>
<td>71</td>
<td>64</td>
<td>74</td>
<td>56</td>
<td>87</td>
<td>51</td>
<td>70</td>
<td>70</td>
<td>159</td>
<td>36%</td>
</tr>
<tr>
<td>RI</td>
<td>80</td>
<td>81</td>
<td>66</td>
<td>72</td>
<td>63</td>
<td>73</td>
<td>54</td>
<td>87</td>
<td>52</td>
<td>70</td>
<td>72</td>
<td>11</td>
<td>31%</td>
</tr>
<tr>
<td>SC</td>
<td>81</td>
<td>84</td>
<td>68</td>
<td>72</td>
<td>66</td>
<td>72</td>
<td>68</td>
<td>86</td>
<td>52</td>
<td>72</td>
<td>71</td>
<td>59</td>
<td>28%</td>
</tr>
<tr>
<td>SD</td>
<td>83</td>
<td>85</td>
<td>75</td>
<td>72</td>
<td>69</td>
<td>77</td>
<td>71</td>
<td>88</td>
<td>55</td>
<td>75</td>
<td>77</td>
<td>46</td>
<td>33%</td>
</tr>
<tr>
<td>TN</td>
<td>80</td>
<td>83</td>
<td>69</td>
<td>71</td>
<td>63</td>
<td>73</td>
<td>68</td>
<td>86</td>
<td>51</td>
<td>71</td>
<td>70</td>
<td>99</td>
<td>30%</td>
</tr>
<tr>
<td>TX</td>
<td>80</td>
<td>83</td>
<td>70</td>
<td>73</td>
<td>67</td>
<td>75</td>
<td>69</td>
<td>86</td>
<td>53</td>
<td>73</td>
<td>74</td>
<td>330</td>
<td>28%</td>
</tr>
<tr>
<td>UT</td>
<td>79</td>
<td>83</td>
<td>69</td>
<td>72</td>
<td>65</td>
<td>73</td>
<td>63</td>
<td>90</td>
<td>57</td>
<td>75</td>
<td>77</td>
<td>41</td>
<td>36%</td>
</tr>
<tr>
<td>VA</td>
<td>79</td>
<td>81</td>
<td>65</td>
<td>70</td>
<td>64</td>
<td>72</td>
<td>61</td>
<td>87</td>
<td>51</td>
<td>70</td>
<td>70</td>
<td>78</td>
<td>30%</td>
</tr>
<tr>
<td>VI</td>
<td>77</td>
<td>83</td>
<td>67</td>
<td>69</td>
<td>62</td>
<td>70</td>
<td>51</td>
<td>79</td>
<td>39</td>
<td>56</td>
<td>60</td>
<td>2</td>
<td>30%</td>
</tr>
<tr>
<td>VT</td>
<td>81</td>
<td>82</td>
<td>72</td>
<td>71</td>
<td>67</td>
<td>78</td>
<td>53</td>
<td>89</td>
<td>55</td>
<td>72</td>
<td>76</td>
<td>14</td>
<td>32%</td>
</tr>
<tr>
<td>WA</td>
<td>78</td>
<td>80</td>
<td>66</td>
<td>70</td>
<td>63</td>
<td>73</td>
<td>55</td>
<td>88</td>
<td>52</td>
<td>70</td>
<td>72</td>
<td>78</td>
<td>30%</td>
</tr>
<tr>
<td>WI</td>
<td>83</td>
<td>84</td>
<td>73</td>
<td>73</td>
<td>69</td>
<td>80</td>
<td>65</td>
<td>90</td>
<td>56</td>
<td>76</td>
<td>75</td>
<td>116</td>
<td>39%</td>
</tr>
<tr>
<td>WV</td>
<td>79</td>
<td>82</td>
<td>69</td>
<td>69</td>
<td>65</td>
<td>74</td>
<td>59</td>
<td>87</td>
<td>50</td>
<td>66</td>
<td>66</td>
<td>44</td>
<td>30%</td>
</tr>
<tr>
<td>WY</td>
<td>79</td>
<td>82</td>
<td>73</td>
<td>71</td>
<td>68</td>
<td>73</td>
<td>61</td>
<td>89</td>
<td>52</td>
<td>68</td>
<td>67</td>
<td>22</td>
<td>30%</td>
</tr>
<tr>
<td>US</td>
<td>79</td>
<td>82</td>
<td>68</td>
<td>71</td>
<td>65</td>
<td>74</td>
<td>62</td>
<td>86</td>
<td>52</td>
<td>71</td>
<td>71</td>
<td>4177</td>
<td>30%</td>
</tr>
</tbody>
</table>

---

**October 2015**

* Average "top box" score for participating, publicly reported hospitals in this state.


**Response rate is calculated for hospitals in each state, and in the nation.**
### HCAHPS: Care Transition

(Represents patients discharged between July 2013 and June 2014)

<table>
<thead>
<tr>
<th></th>
<th>Hospitals</th>
<th>Completed surveys</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>National Results</strong></td>
<td>4,141</td>
<td>3,080,703</td>
</tr>
</tbody>
</table>

#### Region

- **New England**
  - 171 hospitals
  - 141,231 completed surveys

- **Mid-Atlantic**
  - 386 hospitals
  - 334,475 completed surveys

- **South Atlantic**
  - 617 hospitals
  - 578,420 completed surveys

- **East North Central**
  - 673 hospitals
  - 512,249 completed surveys

- **East South Central**
  - 346 hospitals
  - 206,504 completed surveys

- **West North Central**
  - 534 hospitals
  - 241,465 completed surveys

- **West South Central**
  - 593 hospitals
  - 377,101 completed surveys

- **Mountain**
  - 334 hospitals
  - 242,833 completed surveys

- **Pacific**
  - 467 hospitals
  - 439,650 completed surveys

#### Bed Size

- 6-24 beds
  - 390 hospitals
  - 52,573 completed surveys

- 25-49 beds
  - 810 hospitals
  - 178,824 completed surveys

- 50-99 beds
  - 673 hospitals
  - 272,081 completed surveys

- 100-199 beds
  - 914 hospitals
  - 619,380 completed surveys

- 200-299 beds
  - 530 hospitals
  - 577,150 completed surveys

- 300-399 beds
  - 328 hospitals
  - 460,159 completed surveys

- 400-499 beds
  - 181 hospitals
  - 291,586 completed surveys

- 500 or more beds
  - 287 hospitals
  - 600,478 completed surveys

#### Teaching Status

- Major Teaching
  - 253 hospitals
  - 491,301 completed surveys

- Minor Teaching
  - 895 hospitals
  - 992,188 completed surveys

- Non-Teaching
  - 2,943 hospitals
  - 1,566,703 completed surveys

#### Ownership and Control

- Profit
  - 782 hospitals
  - 523,508 completed surveys

- Non-profit
  - 2,524 hospitals
  - 2,166,361 completed surveys

- Government Affiliated
  - 553 hospitals
  - 287,105 completed surveys

#### Location

- Rural
  - 1,608 hospitals
  - 483,554 completed surveys

- Urban
  - 2,483 hospitals
  - 2,666,008 completed surveys

---

'www.hcahpsonline.org~Originally Posted: 04-16-2015'
Section: Understanding your care when you left the hospital

• Question 23
  • The hospital staff took my **preferences** and those of my family or caregiver into account in deciding what my healthcare needs would be when I left the hospital.
Section: Understanding your care when you left the hospital

• Question 24
  • When I left the hospital, I had a good understanding of the things I was responsible for in managing my health.
Section: Understanding your care when you left the hospital

• Question 25
  • When I left the hospital, I clearly understood the purpose for taking each of my medications.
A 68-year old man is readmitted for heart failure only one week after being discharged following treatment for the same condition. He brought all of his pill bottles in a bag; all of the bottles were full, not one was opened. When questioned why he had not taken his medication, he began to cry, explaining he had never learned to read and couldn’t read the instructions on the bottles.
## 10 Most Common Patient Complaints and Grievances with Hospitals

<table>
<thead>
<tr>
<th>#</th>
<th>Complaint</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Sleep deprivation from clinicians coming to do tests and draw blood in the middle of the night.</td>
</tr>
<tr>
<td>2</td>
<td>Noisy nurses’ stations that can interfere with sleep.</td>
</tr>
<tr>
<td>3</td>
<td>Personal belongings being lost.</td>
</tr>
<tr>
<td>4</td>
<td>Staff not knocking before entering the room, which can be interpreted as a sign of disrespect.</td>
</tr>
<tr>
<td>5</td>
<td>Not keeping whiteboards updated. Updated whiteboards allow patients to know who is caring for them.</td>
</tr>
<tr>
<td>6</td>
<td>Lack of clear communication and not updating the patient or family members if the patient's condition changes.</td>
</tr>
<tr>
<td>7</td>
<td>Messy rooms where surfaces aren't wiped down, or the bathroom smells.</td>
</tr>
<tr>
<td>8</td>
<td>Feeling unengaged in their care or like they are not being listened to.</td>
</tr>
<tr>
<td>9</td>
<td>Lack of orientation to the room and hospital. Patients would like to know how to work the television and how to order food.</td>
</tr>
<tr>
<td>10</td>
<td>Lack of professionalism from hospital staff, especially when they are on break. &quot;While you may be on your break, you are still a hospital employee and a reflection of the hospital,&quot; the article reads.</td>
</tr>
</tbody>
</table>

*Published in [US News & World Report](https://www.usnews.com)*
What Does *Transition of Care* Look Like?

- The Patient Journey
  - All movement “handoff” between settings/practitioners
Care Coordination

- Transportation
- Home Health
- Specialist
- Lab
- Primary Care
- Community Resources
- Outpatient Services
"Care coordination is the deliberate (conscious) organization of patient care activities between two or more participants (including the patient) involved in a patient's care to facilitate the appropriate delivery of health care services"
So.....Why are *seamless transitions* important?

- It’s the right thing to do for our patients!
- Seamless transitions create better outcomes
- We can reduce unnecessary readmissions
- Reduce unnecessary Emergency Department visits
- Reduce risk of potential reimbursement impacts
- Improve or maintain positive relationship with our “consumers of care”
- Partners for ACOs/ Bundled payment contracting and referrals
I’ve learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel.

~ Maya Angelou
Learning and Action
Objectives- Part 2

• Evaluate best practice *actions* for improving Care Transitions

• TUNE IN TOMORROW