Managing Medications to Reduce 30-Day All-Cause Readmissions
Mammoth Hospital — Mammoth Lakes, CA

Aim Statement

Reduce the occurrence of 30-Day All-Cause Readmission Rate by 20% by Dec. 31, 2013. (from 10.19 to 8.15).

Why is this project important?
Reducing readmissions is an important step toward better care coordination, improved quality of care and reduced waste.

Changes being Tested, Implemented or Spread

- Develop Core Hospitalist Program- dedicated to Readmission Deduction. August 2012 (Spread)
- Case Managers and Hospitalists Collaborate daily on Patients. August 2012 (Spread)
- Rounding by Interdisciplinary Team* on patients daily- at nursing station and at the patient bedside. May 2013 (Spread)
  - Team includes: hospitalist, nurses, pharmacy, RT, dietary and case management.
- Educate patients about discharge process and expectations. August 2012 (Spread)
- Follow up by phone after discharge with high risk patients is done by Hospitalists. August 2012 (Spread)
- Schedule clinic appointments prior to discharge. August 2012 (Spread)

Lessons Learned

- The follow up Hospitalist phone call to the patients helps to relieve the patients anxiety- which can be a cause for patients to return to the hospital.
- The relationship with the Primary Care provider and ensuring that the patient medical information is readily available is key to continuity of care and better patient outcomes. The Hospitalists complete the discharge plans and communicate directly to the PCP. At Mammoth, the PCPs all have privileges at the hospital and are known to the Hospitalists.
- It takes a team- everyone plays apart in reducing preventable readmissions.

Recommendations and Next Steps

- Enhancing communication for patients who are referred out of the region for specialty care (cardiac, pediatric, high risk maternity, etc.) and then are returned back to Mammoth.
- Further involving the pharmacists for review of medications for efficacy and cost.

Team Members

- Natalie Sanders, RN, BSN, Case Manager, Team Leader
- Laurie Morley, RN, BSN, Case Manager
- Stephanie Stanton, RN, Performance Improvement
- Readmissions Team: Core Hospitalists, Nursing Management, Pharmacy, Dietary, Respiratory Therapy