



Hospital Readmissions

Roboam Aguirre, DBA, MBA, MSN, RN, LHRM, CPHQ
Director of Quality & Patient Safety
Jackson Health System, Miami, FL



American Hospital
Association®



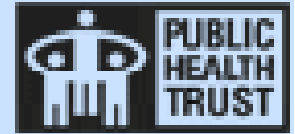
HEALTH RESEARCH &
EDUCATIONAL TRUST
In Partnership with AHA



About Jackson Health System

- JHS is a public health system and an international destination for patients seeking advance healthcare treatments.
- JHS is composed of 6 hospitals, one with a Level 1 adult and pediatric trauma and burn treatment center, corrections, community clinics and specialty centers, with more than 2,000 licensed hospital and nursing home beds.
- JHS is affiliated with the University of Miami Miller School of Medicine and the Florida International University Herbert Wertheim College of Medicine.

Jackson
HEALTH SYSTEM





Understanding JHS PI Plan

- Implementation of the I-AGUIRRE_{SM} Quality Model – Framework for quality practice
- Assessment of JHS Readmissions
- Develop the PI Project



Root Cause Analysis

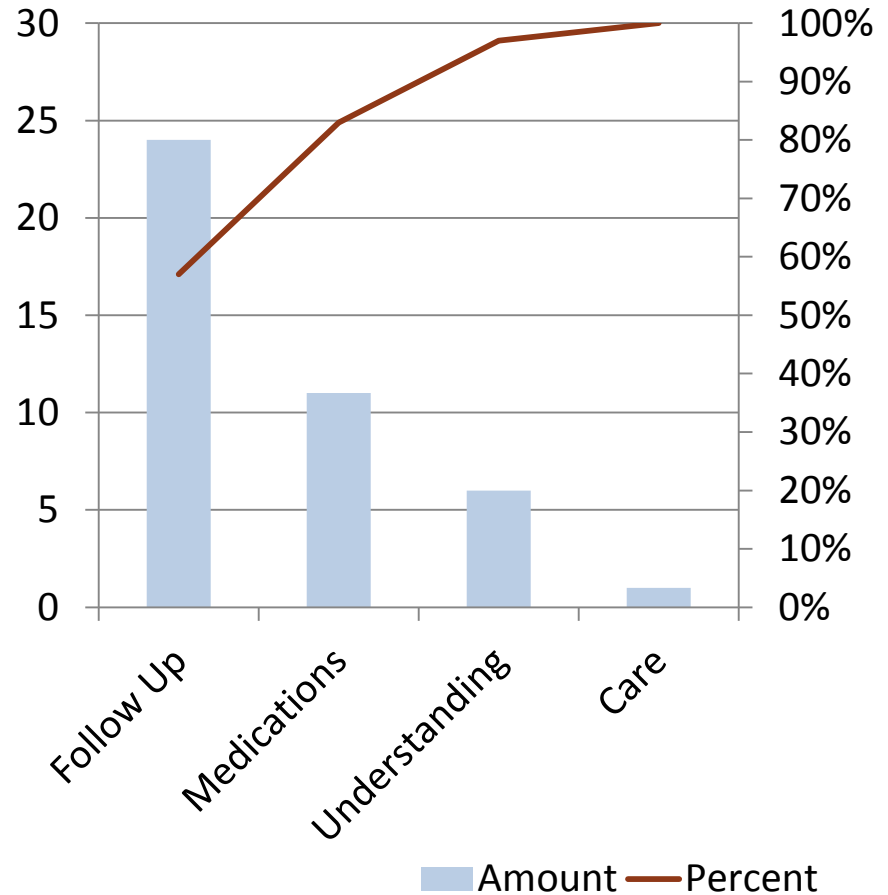
An RCA was performed and based on analysis of 40 medical records of patients with internal re-hospitalization record within 30 calendar days.



What we Learned

Findings – Reasons for readmission:

1. Follow up issues,
2. Medication issues,
3. Understanding of disease state, and
4. Clinical care issues.





What we Learned

- Capacity to schedule appointments timely
- IT system to schedule appointments
- Learning about patients who do not follow recommendations after discharge
- Medications not available at the bedside for discharge
- Patients discharged with 7 day medication supply
- Too little time to address pending issues at discharge



How we Resolved

- Implementation of the Project Red and Transition Care Project
- Implementation of the Patient rounds on Discharge Readiness



How we Resolved

Care Transitions Project

- ADT Team to schedule follow up appointments
- Disease process education from admission by nursing and physicians
- Contracted vendor to implement patient coaching model
- New Capacity Project in the process for clinics.

Project RED

- Pharmacy to dispense medications within 30 minutes from order
- Pharmacy dispenses 30 day medication supply at discharge
- Disease process education at discharge by ADT team



Tests – 1 hospital and Two M/S-Tele units

Care Transitions Project

Process Measures:

- Total screened patients
- Total eligible patients
- Total enrolled patients

Project RED

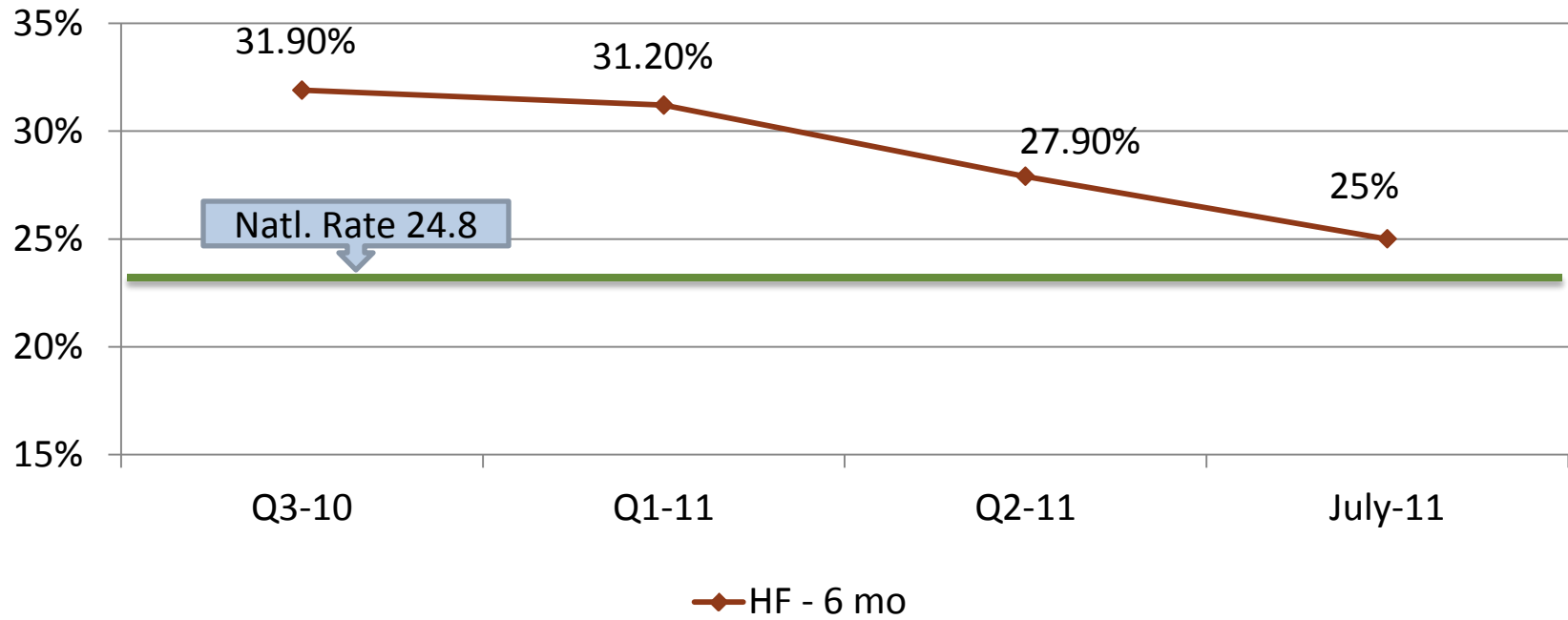
Process Measures

- Total CHF patients discharged
- Total CHF patients with completed discharge documentation
- Total CHF patients with appointments within 7-10 days



JHS Readmission Data

Jackson Health System HF 30 Day Readmissions





Advice for others

- Ensure all stakeholders have buy-in –including your board
- Evaluate policies and processes to ensure your project will have a framework –revised them
- Coaching Model - provide appropriate space and computers for coaches
- Have a extra set of eyes interviewing patients during hospital stay about their readiness to be discharged and address concerns



Wrap Up & Next Steps

Summary

- Implementation of the I-AGUIRRE_{SM} Quality Model
- Implementation of the Project Red and Transition Care Project
- Implementation of the Patient rounds on Discharge Readiness

Next Tests of Change (TOC)

- Teach-back process
- Medication Reconciliation Process



Contact information

Roboam Aguirre, DBA, MBA, MSN, RN,
LHRM, CPHQ

Director of Quality & Patient Safety

Jackson Health System, Miami, FL

Roboam.Aguirre@jhsMiami.org

Telephone: 305-585-6670