



THE GOALS

1. Safely Reduce Hospital Readmissions
2. Increase Staff Stability
3. Increase Customer Satisfaction
4. Safely Reduce the Off-Label Use of Antipsychotics

THE BUSINESS CASE

Reasons why achieving this goal will improve your organization

TARGET: Safely reduce the number of hospital readmissions within 30 days during a SNF stay by 15 percent, by March 2015.

QUALITY OUTCOMES

- ▶ Decreases health care-acquired (HAC) issues, resulting in less opportunity for skin breakdown, injury or harm from transfers.
- ▶ Decreases the exacerbation of symptoms for people with dementia.
- ▶ As a result of managed clinical care transfers, transfers to the hospital are more appropriate.
- ▶ By increasing the nursing skill set, improves care and prevents relapses in acute medical conditions.
- ▶ Centers that utilize physician extenders are more likely to have better quality outcomes because assessments are more thorough.

STAFF STABILITY

- ▶ Means less stress for nurses who must take time for the readmission and transfer requirements.
- ▶ By upgrading nursing skills, nurses' satisfaction can improve. This may also attract more qualified nurses, which can help to ensure that readmissions are appropriate.
- ▶ Respect for clinical skills of staff by referral sources will grow and result in better physician relations.
- ▶ The reputation of SNF nurses as problem solvers makes it easier to recruit like-minded nurses and attract higher census.

BUSINESS OPPORTUNITIES

- ▶ Better outcomes make your facility more attractive as a preferred provider in integrated care models.
- ▶ Can result in a higher Medicare census and improved payer mix.
- ▶ Specializing in post-acute care may lower readmissions, creating an expansion of services for niche markets.
- ▶ Providers can focus on tracking residents post discharge.

FINANCIAL STABILITY

- ▶ MedPAC has recommended a program that is included in the President's budget which proposes financial penalties for centers with high rates of readmissions.
- ▶ Decreases the opportunity for pressure ulcers. The cost associated with a secondary diagnosis of a pressure ulcer is \$14,020.
- ▶ Provides stronger negotiating power as a preferred provider by Accountable Care Organizations and other networks.
- ▶ Can result in a higher acuity patient, optimizing Resource Utilization Group scores.
- ▶ Elimination of "observation" stays assures the more appropriate use of the Medicare Part A hospital benefit.

REGULATORY COMPLIANCE

- ▶ May result in fewer deficiency citations as CMS has incorporated readmissions review into the new QIS surveys.
- ▶ The issue is anticipated to become a quality measure and the reduction of hospital readmissions will support higher Five Star ratings.

CUSTOMER SATISFACTION

- ▶ Results in less transfer trauma and family anxiety, increasing the likelihood of recommending the facility as a place to receive care.
- ▶ Clear discharge instructions will enhance transitions, resulting in more positive patient recommendations of the facility.
- ▶ Using physician extenders supports increased customer satisfaction because of better education on disease management.

Learn more at qualityinitiative.ahcancal.org