

Reducing Readmissions

Leadership Summit on Reducing
Readmissions

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Hill Physicians: Overview

- **300,000 patients**
- **2,600 physicians**
- **24 'affiliated' hospitals**
- **8 counties**
 - Largest non-Kaiser group in N. California and largest IPA in the state
 - Affiliated physicians serve over 2 million Californians

The Re-admission Challenge

- DC plans “fall apart” when member arrives home.
 - Home health, DME, equipment, medications, etc. not supplied as planned
- Inconsistent scheduling of physician follow-up appointments
- Lack of understanding re: DC instructions
- Lack of caregiver availability/support
- Inability to cope/overwhelmed/depressed

Hill's "Welcome Home" Case Management Program

Criteria:

- Acute Care LOS exceeds Goal LOS
 - Medical stay > 3 days
 - Surgical stay > 5 days
 - Generally exclude routine elective surgeries, OB
- Complex post DC needs (acute or SNF)
 - DME, IV ABX, Wound care, psychosocial issues, etc.
- Anytime a UM nurse is concerned about a discharge.

Process:

- Calls at 2, 14, and 30 days
- After catastrophic admission, a case is opened for 30 days with minimum weekly contact

“Welcome Home” Goals

- Follow-up physician visit within 5 days of discharge
 - Completion of visit confirmed
- Member/caregiver understanding of discharge treatment plan
- Medication reconciliation
- Depression Screen
- Home environment/ADL ability
- Self-management ability/available support
- Need for longer-term case management

Welcome Home Statistics

- 911 member calls made from 1/1/09 to 7/31/09
 - 130 members per month
- Represents 9.1% of average monthly admissions
- 25 - 30% of calls result in opening a complex/catastrophic case management case
- 3.6% didn't respond or refused to participate with case management



Hill Physicians

Your health. It's our mission.

Commercial Results

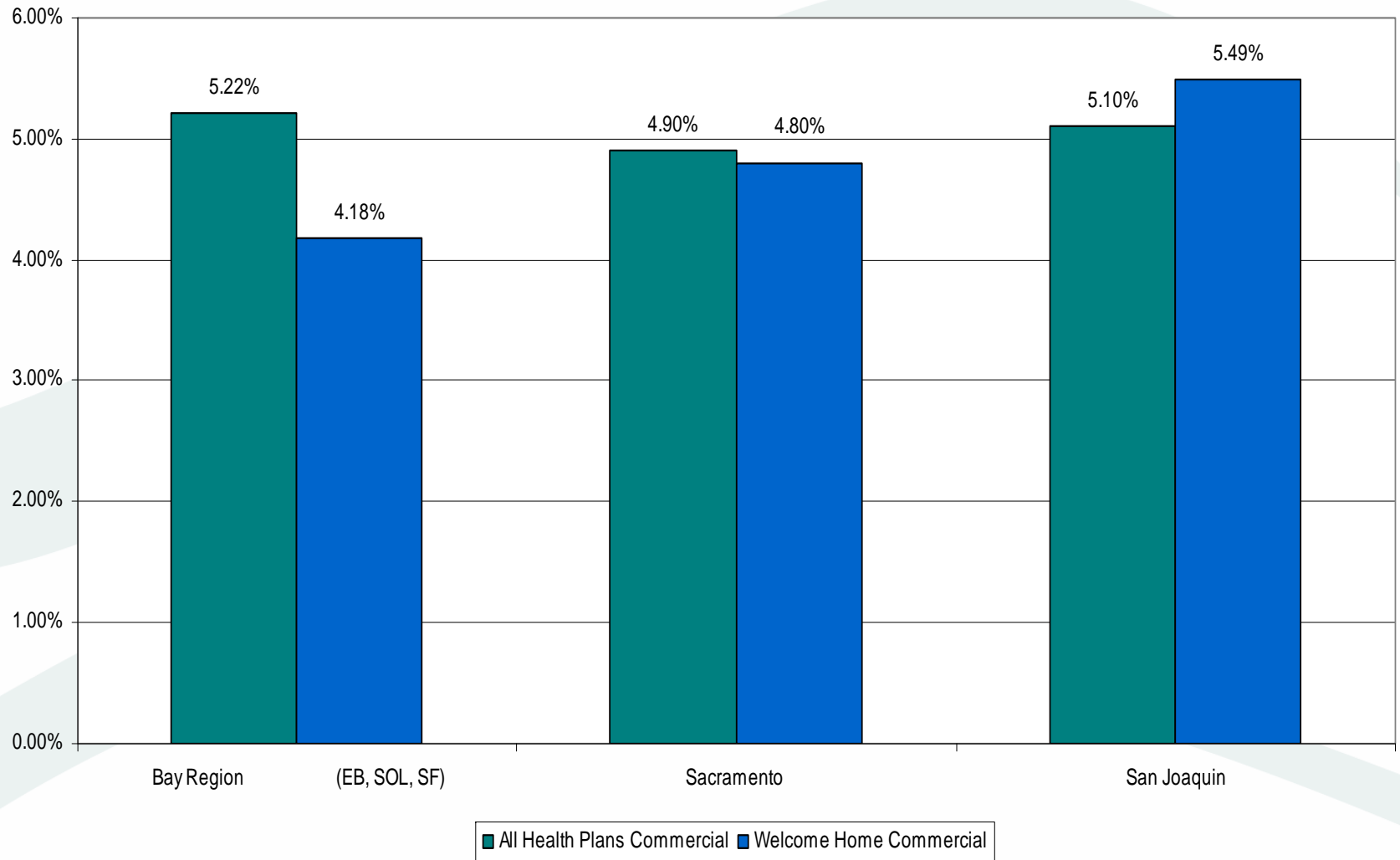
	Bay Region (Incl. Sol, SF)	Sacramento	San Joaquin
All Members	5.22%	4.9%	5.1%
Welcome Home members	4.18%	4.8%	5.49%
Percent Change	-19.9%	-2.0%	+7.6%

Medicare Results

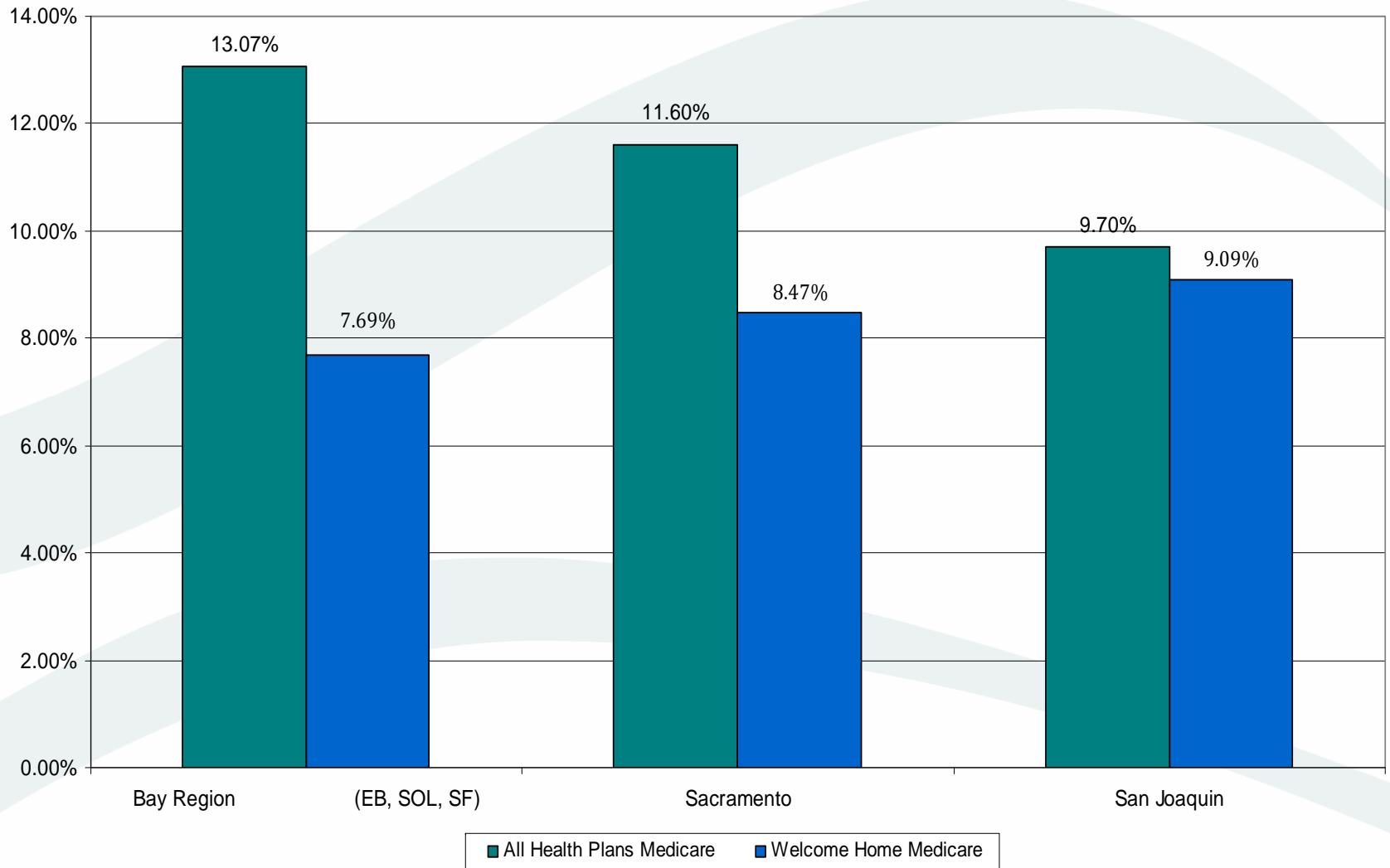
	Bay Region (Incl. Sol, SF)	Sacramento	San Joaquin
All Members	13.07%	11.6%	9.70%
Welcome Home members	7.69%	8.47%	9.09%
Percent Change	-41.2%	-27.0%	-6.3%

- "All Members" data based on rolling 12 months through 4/09
- "Welcome Home" data based on YTD through 8/31/09

Commercial Member Re-admission Comparison



Medicare Member Re-admission Comparison



New Challenge

- Custodial Admissions:
 - Can be the most medically fragile members
 - No administrative claims data available
 - Many re-admissions from this setting
 - Difficult to influence care
 - New pilot to use home-visiting MD to take over as attending for members w/high-risk for re-admission

CalPERS Integrated DCP Pilot

- Integration among 3 key stakeholders
 - Blue Shield of California
 - CHW
 - Hill
- Goal: Integrate organizations:
 - Eliminate overlaps/redundancies
 - Create “real time” communication
 - Align interventions across full continuum of care



Questions?