

ENHANCING POST-DISCHARGE FOLLOW-UP TO
REDUCE PEDIATRIC READMISSIONS: A QUALITY
IMPROVEMENT INITIATIVE

Children's Hospital of Orange County





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Enhancing Post-Discharge Follow-Up to Reduce Pediatric
Readmissions: A Quality Improvement Initiative

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CHOC CHILDREN'S
AT A GLANCE




>185,000

Children cared for every year


100%

Committed to family-centered care

2 HOSPITALS



334 beds
at CHOC Children's
Hospital in Orange



54 beds
at CHOC Children's
at Mission Hospital


4 CENTERS OF EXCELLENCE




Heart
Institute




Neuroscience
Institute



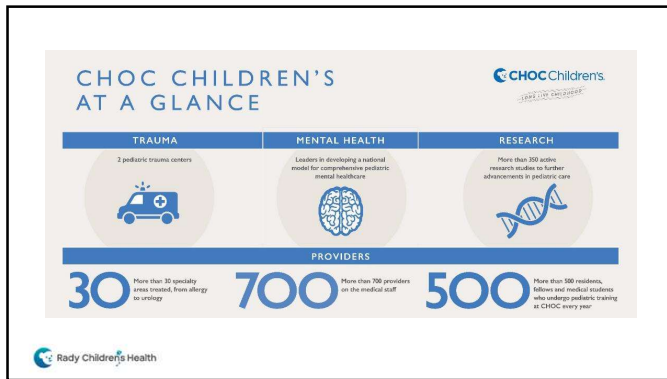
Orthopaedic
Institute



Pediatric Cancer
Institute



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Population Health

- Right *patient*
- Right *time*
- Right *place*

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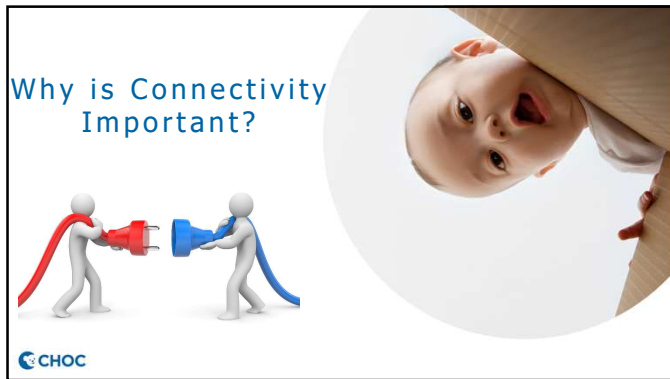
Question: How does your hospital currently ensure pediatric patients have timely follow-up after discharge?

(Please use the QR Code to answer)

- A) We schedule all follow-up appointments before discharge
- B) We provide discharge instructions but leave scheduling to families
- C) We rely on primary care providers to follow up
- D) We don't have a structured process

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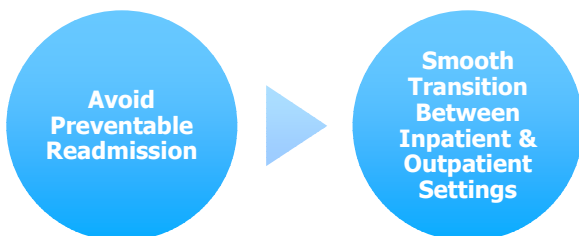
The Facts

- Pediatric 30-day readmissions increased from 6.26% to 7.02% between 2010 and 2016¹
- The rate of complex pediatric admissions has risen by 5.7%¹
- 77% of unplanned pediatric readmissions were deemed preventable²
- 2021 meta-analysis identified interventions focused on follow-up care and discharge planning as having the greatest positive impact on readmissions³
- In the era of value-based payment, each preventable readmission is revenue taken from care management and care coordination resources

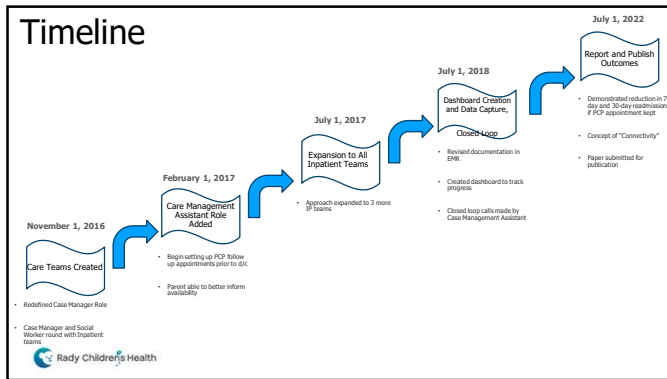
1 Bucholz, E. Toomey, S., Schryber, M. (2019) Pediatrics
2 Martins et al Acta Medica Portuguesa July 2022
3 Hamline et al Pediatrics Nov. 2018

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High-Level Goal



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The Care Team

A group of healthcare professionals, including a Hospitalist, Pediatric Trainees, Bedside Nurse, Social Worker, RN Case Manager, and Case Management Assistant, are interacting with a young child in a playroom. The child is sitting on a blue mat, surrounded by colorful toys. The healthcare professionals are standing around the child, engaged in conversation and play.

- Hospitalist
- Pediatric Trainees
- Bedside Nurse
- Social Worker
- RN Case Manager
- Case Management Assistant

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Roles

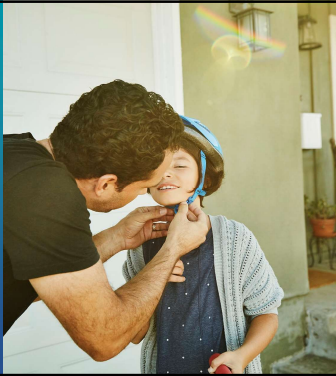
- RN Care Manager – Identify high-risk patients, coordinate discharge needs, address barriers, and collaborate with the care manager assistant (CMA) to ensure the patient has scheduled follow-up appointments and address barriers to care.
- Social Work – Identify and mitigate social determinants of health that may prevent patients from attending follow-ups.
- Intensivist/Hospitalist- Reinforce the importance of follow-up care and communicate discharge plans to outpatient providers.
- Bedside RN- Educate patients on discharge instructions and verify follow-up appointments before discharge.
- Patient Care Coordinators (PCC): From the insurer's perspective, provide coverage for follow-up care and support case management for high-risk patients

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Case Manager Assistant Role

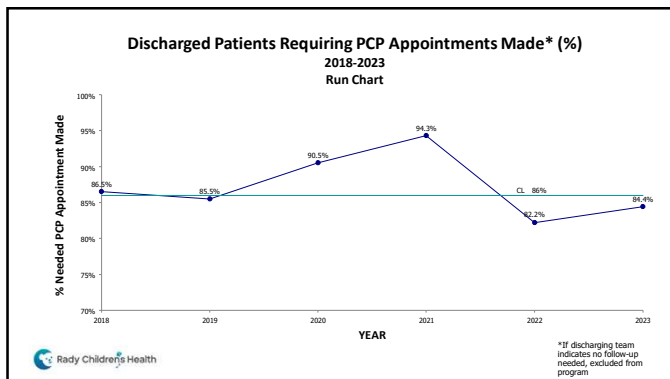
- Schedule follow-up appointments with Primary Care Physicians (PCPs)
- Educate families on the importance of post-discharge follow-ups
- After discharge, proactively follow up with PCP office
 - Confirm Connectivity within 7 Days
 - "Closing the loop"



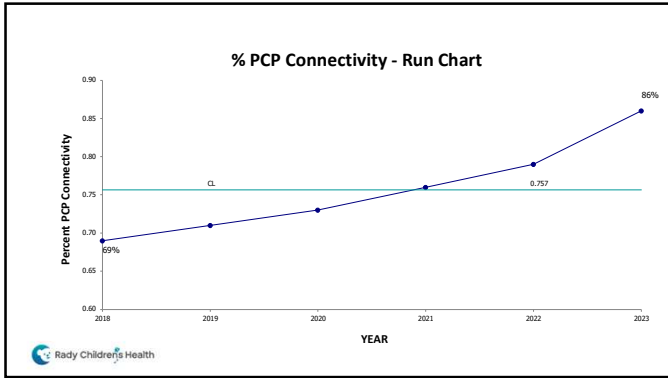
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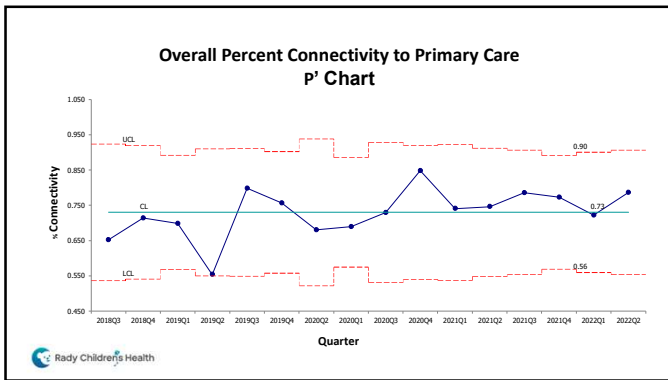
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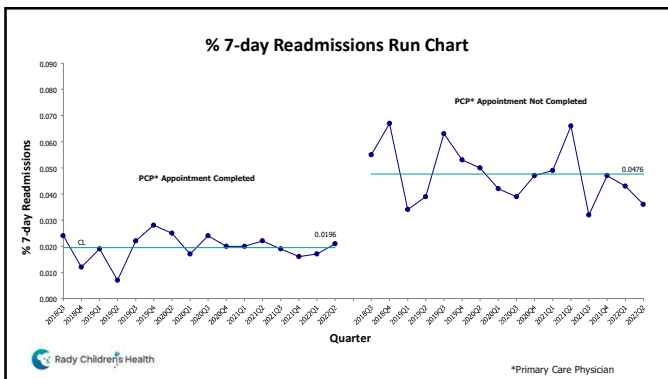
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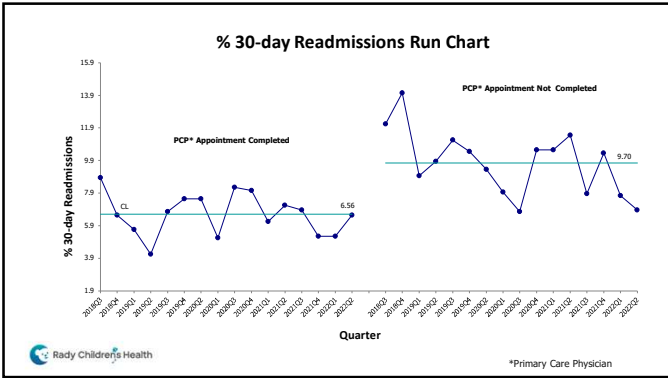
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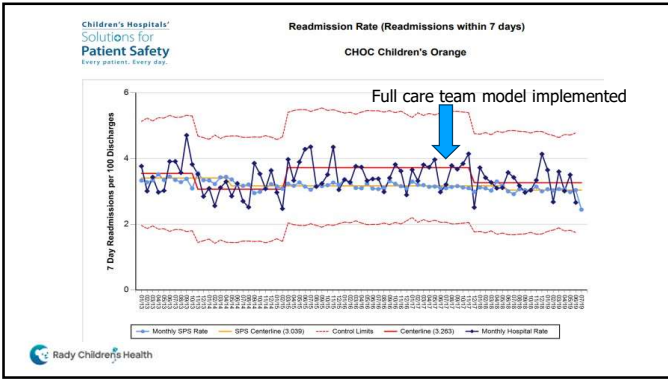
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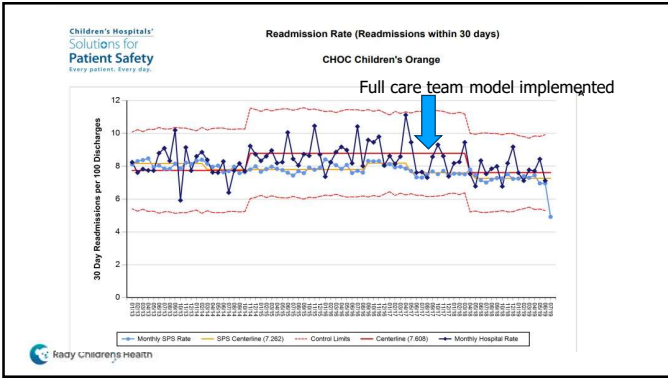
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Reduced Readmissions Saves \$1.3M

Readmission to the hospital within 30 days of discharge costs the US health system over \$50B annually. Reducing readmissions is a key indicator of the quality of care and is critical to a health system's financial well-being.


Committed to reducing preventable hospital-wide readmissions, Children's Hospital of Orange County leveraged its data and analytics to significantly reduce its readmission rate, positively impacting patient lives and reducing costs.

\$

\$1.3M reduced costs, a result of **135 readmissions avoided** over 16 months.


👍


9% relative reduction in hospital-wide readmission rate.




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Question: If you could take ONE idea from today's presentation to improve post-discharge follow-up at your hospital, what would it be?







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THANK YOU!!



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