2014 Benchmarks in Reducing Readmissions

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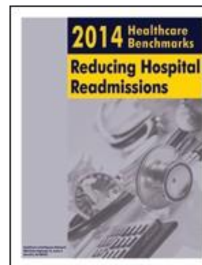
Reducing Readmissions Benchmark Data

- While great strides have been made in the reduction of 30-day all-cause hospital readmissions, CMS still penalized more than 2,200 hospitals in 2013 for exceeding 30-day readmission rates for heart failure, pneumonia and myocardial infarction.

- In its **fourth annual** Reducing Hospital Readmissions e-survey conducted in December 2013, HIN captured the latest initiatives and programs to reduce readmissions by patients with these costly conditions and others by more than 100 healthcare organizations.

- This presentation contains highlights from those responses.



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Reducing Readmissions Benchmark Data

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- **Figure 4 -** Most Successful Strategy to Reduce Readmissions
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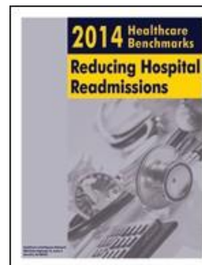

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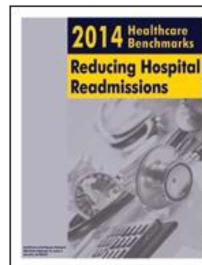
Figure 1: Have Program to Reduce Readmissions

Have you created a program to reduce hospital readmissions?

- Yes: 67.2%
- No: 32.8%

HIN Reducing Hospital Readmissions in 2013 Survey
December, 2013

- **Two-thirds** (67 percent) of respondents have a program to reduce readmissions.
- This is a slight decrease from the **72 percent** in 2012.



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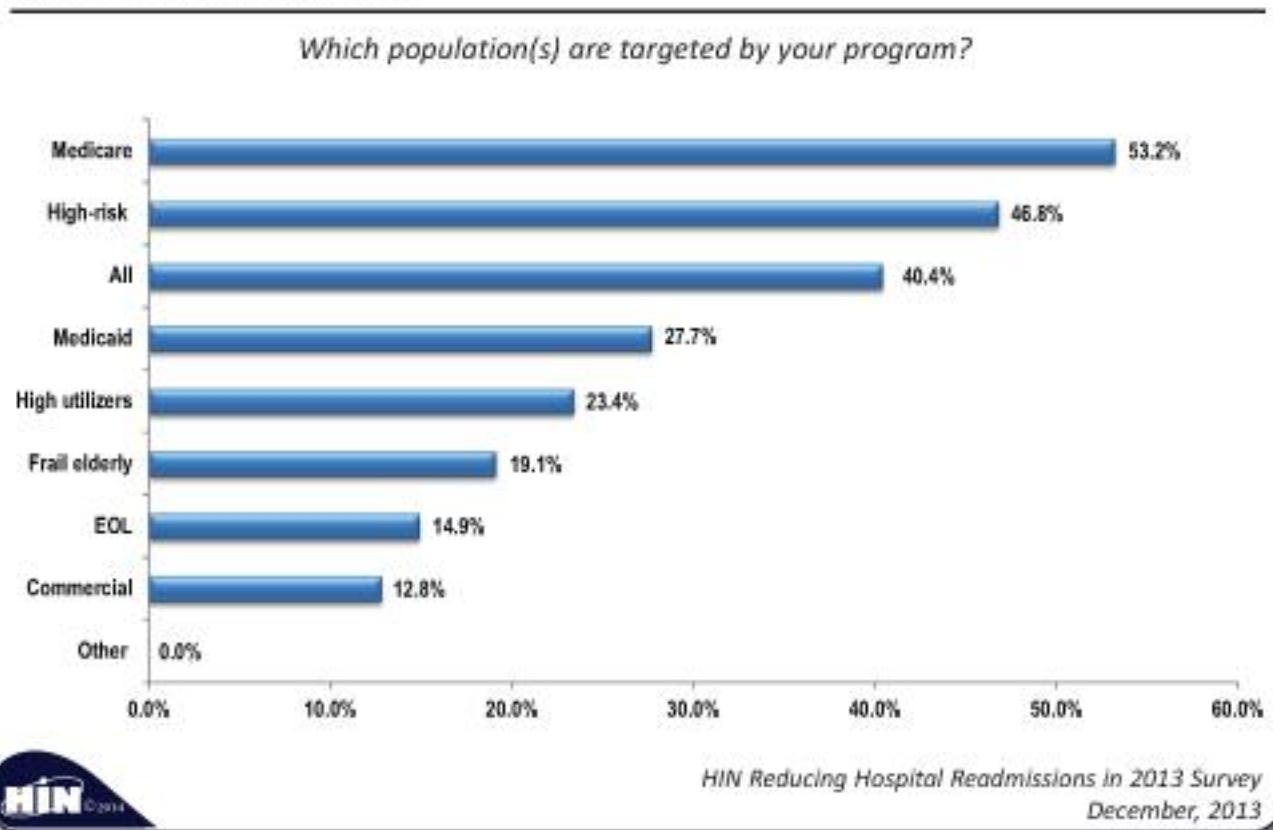

- **Medicare** is the population most targeted by programs say **53 percent.**
- Following the Medicare population are the **high-risk (47 percent), 'all' (40 percent) and Medicaid (28 percent)** populations.

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- Upon discharge, 87 percent of respondents review medication plans with patients as a strategy to reduce readmissions.

- Furthermore, 81 percent go over **discharge instructions** and 79 percent **confirm follow-up appointments**.

Figure 3: What's Done for Patients Upon Discharge

What is done or reviewed for each hospitalized individual upon discharge?

Item	Percent
Meds plan	87.2%
Discharge instructions	80.9%
Confirm follow-up	78.7%
Call +3 days	72.3%
Red flags	68.1%
ACP	44.7%
Home visit	31.9%
Other	17.0%

HIN Reducing Hospital Readmissions in 2013 Survey December, 2013

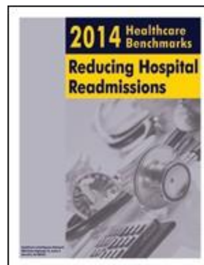

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Figure 4: Most Successful Strategy to Reduce Readmissions

What is your most successful strategy to reduce hospital readmissions?

Strategy	Percent
Case mgmt.	26.7%
Other	11.1%
Telephonic monitor.	11.1%
Post-discharge coaching	11.1%
Improve instruct.	8.9%
Inpt. coaching	6.7%
Education	4.4%
Med. recon.	4.4%
Disease mgmt.	4.4%
Pre-admit. coaching	4.4%
Partnerships w/ PAC	2.2%
Care plan	2.2%
PCMH assignment	2.2%
Hospitalists	0.0%

0.0% 5.0% 10.0% 15.0% 20.0% 25.0% 30.0%

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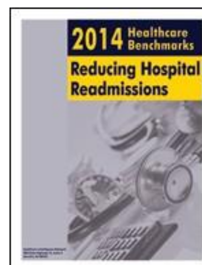
HIN Reducing Hospital Readmissions in 2013 Survey December, 2013

- The most successful strategies to reduce readmissions include **case management** (27 percent), **telephonic monitoring** (11 percent), **post-discharge coaching** (11 percent) and **improving instructions** (9 percent).



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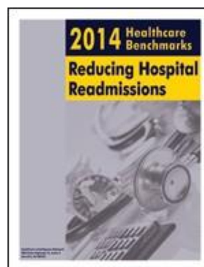
In Respondents' Own Words

Most Successful Work Flows, Processes and Tools

- "Use of smart phones and tablets to convey relevant information and reminders to both the patient and the designated care partner."
- "Screening for high risk on admission."
- "Follow-up with patient post-facility discharge by case managers embedded in our physician practices."
- "Engaging transitional care organization early in admission to establish a relationship with the patient and caregivers."



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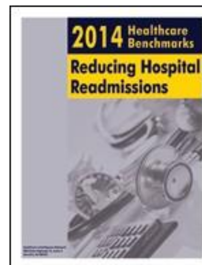
Sources

- See ***2014 Healthcare Benchmarks: Reducing Hospital Readmissions,*** available at store.hin.com

- Responses and data were derived from HIN's fourth annual survey on Reducing Hospital Readmissions conducted in December 2013.



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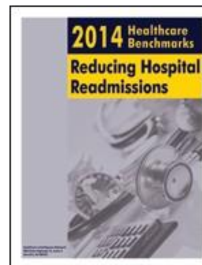

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