

# 2012 Healthcare Benchmarks

## Reducing Hospital Readmissions

Note: This is an authorized excerpt from *2012 Healthcare Benchmarks: Reducing Hospital Readmissions*. To download the entire report, go to <http://store.hin.com/product.asp?itemid=4394> or call 888-446-3530.

# 2012 Healthcare Benchmarks: Reducing Hospital Readmissions

119 healthcare organizations discuss the key strategies and challenges of reducing avoidable rehospitalizations.

*“Education and collaboration of plan of care between hospitals, long-term facilities, home health and hospice agencies is our [strategy for reducing readmission rates].”*

## > Hospice

*“[The program we will launch in the next 12 months to reduce readmissions] will review discharged patients’ placement check-up three-seven days after discharge to evaluate the placement and any adjustment issues or problems.”*

## > Hospital/health system

*“Our [most effective strategy to reduce hospital readmission rates], is using an electronic HIPAA-compliant server that uploads patient data for doctors, nurses and patients to see the glucose levels, blood pressure, and weight; that way it can be managed before it gets out of control.”*

## > Disease management

*“[To prepare for increased payor scrutiny of 30-day hospital readmission rates for Medicare beneficiaries in 2012 and the eventual PPACA-mandated posting of hospital readmission rates] we are expanding medical homes and primary care physician (PCP) access. We are developing home PCP visits, too.”*

## > Health plan



# 2012 Healthcare Benchmarks: Reducing Hospital Readmissions

*This special report is based on results from Healthcare Intelligence Network's third annual "Reducing Hospital Readmissions" e-survey administered in February 2012.*

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# About the Healthcare Intelligence Network

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The Healthcare Intelligence Network (HIN) is an electronic publishing company providing high-quality information on the business of healthcare. In one place, healthcare executives can receive exclusive, customized up-to-the-minute information in five key areas: the healthcare and managed care industry, hospital and health system management, health law and regulation, behavioral healthcare and long-term care.

## Executive Summary

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Beginning in 2013, the Centers for Medicare and Medicaid Services (CMS) will penalize hospitals for excess readmission rates, starting with those related to heart failure, acute myocardial infarction and pneumonia. Many private payors are following suit.

The 2012 Reducing Hospital Readmissions e-survey conducted in February 2012 by the Healthcare Intelligence Network documented the highest rates of targeted programs to reduce readmissions in the survey's three-year history. This year's survey also asked organizations how they are preparing for CMS penalties for excess readmissions.


Nearly 75 percent of 119 responding healthcare organizations have programs to curb hospital utilization, up from 64 percent at the close of 2010. Across the board, focus has intensified from last year's levels on patients with conditions CMS has identified as likely to trigger readmissions — cardiovascular disease, pneumonia, and stroke, as well as the frail elderly and the commercial population. Also, key interventions at the hospital discharge are performed more frequently: for example, home visits have more than doubled and confirmation of follow-up appointments for recently discharged patients is up 15 percent.

Under emerging value-based models of healthcare delivery such as the accountable care organization (ACO), there is mounting pressure on payors and providers to reduce avoidable rehospitalizations, especially among Medicare patients.

### Survey Highlights

- ✓ Medicare and Medicaid patients remain the top targets of interventions to reduce avoidable hospitalizations, but efforts to reduce readmissions in the commercial population and the frail elderly have doubled in the last year.
- ✓ The use of plans of care as tools to reduce readmissions has nearly doubled over the last year, from 28 percent to 47 percent, while efforts within

**72% of survey respondents have created a specific program to reduce hospital readmission rates.**



***“Patient education, caregiver training, and outcomes data collaboration between physician and post acute care providers are key to reducing readmissions.”***

## Using This Report

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This benchmarking report is intended as a resource for healthcare organizations searching for comparable data and means to measure implementation and progress. It is also a helpful planning tool for organizations preparing to launch initiatives in this area.


The initial charts and graphs presented illustrate the results from all respondents; images in subsequent sections depict responses from high-responding sectors. (Figure titles begin with the segment they represent; e.g. All, Health Plans, Hospitals, etc.)

For many surveys, one of the largest responding sectors is composed of respondents identifying their organization type as “Other.” In general, we do not depict results from this segment because it represents a wide range of organization types, including consultants and product vendors. We believe it is more beneficial to document trends from a clear sector. However, you will always find a graph indicating the demographics of respondents.

Here are some additional tips for using this report:

- ✓ See how you measure up: Scan this report for your sector, and see how your program compares to others. Note where you are leading and where you are behind.
- ✓ Evaluate your efforts: Think about where you have been focusing your efforts in this area. Look for trends in the data in this report. Look for benchmarks set by your sector and others.
- ✓ Set new goals: Use the data in this report to set new goals for your organization, or to raise the bar on existing efforts.
- ✓ Use it as a reference book: Keep this report accessible so you can refer to it in your work. Use these data to support your efforts in this area.

If you have questions about the data in this report, or have feedback for our team, don't hesitate to contact us at [info@hin.com](mailto:info@hin.com) or 732-449-4468.

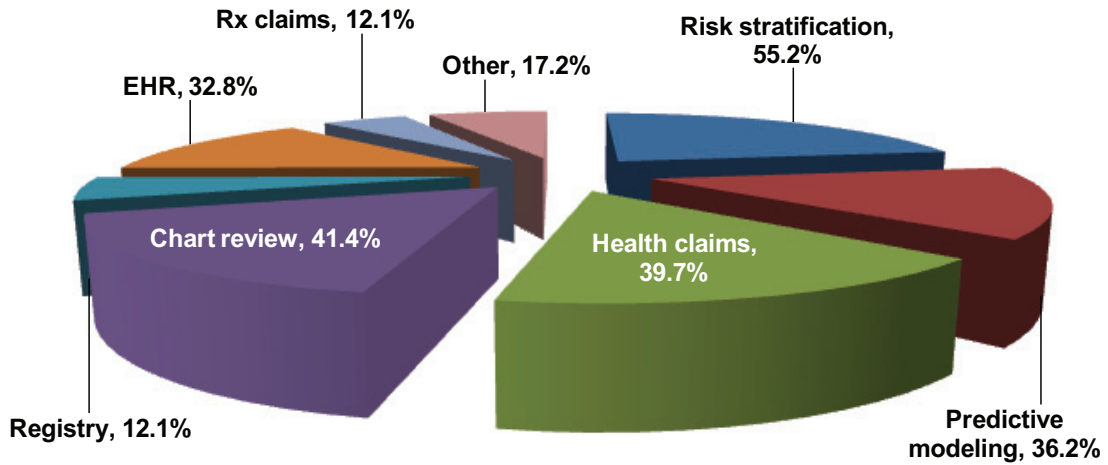


***33% of respondents say their current reimbursement contract reduces payments for avoidable readmissions within 30 days.***

***“The programs we will launch in the future to reduce hospital readmission rates will include quality improvement.”***

**Figure 3: All - Identifying Individuals for Readmissions**

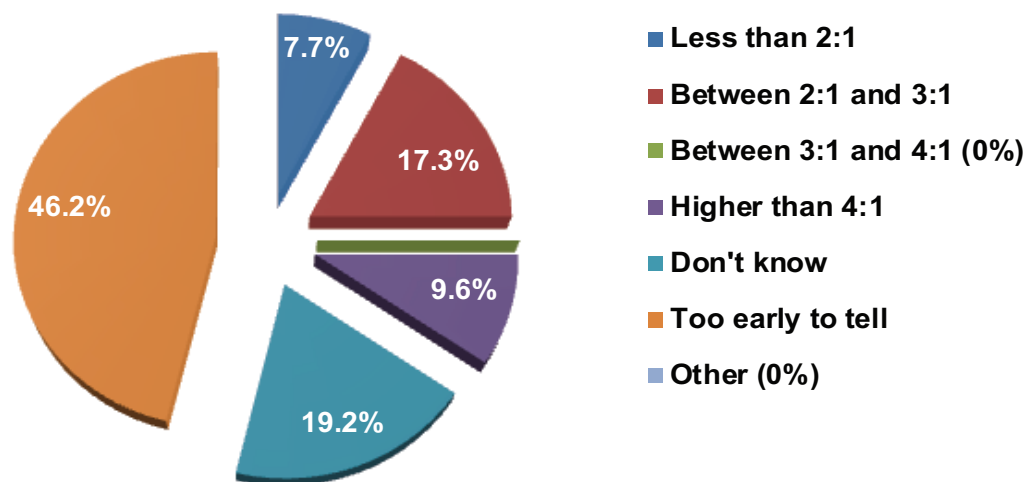
*Which tools do you use to identify individuals most at risk for returning to the hospital?*



*HIN Reducing Hospital Readmissions in 2012 Survey  
February, 2012*

**Figure 4: All - Program ROI**

*What level of ROI has your program achieved?*



*HIN Reducing Hospital Readmissions in 2012 Survey  
February, 2012*