

Avoid Readmissions through Collaboration

September 2010 – July 2012

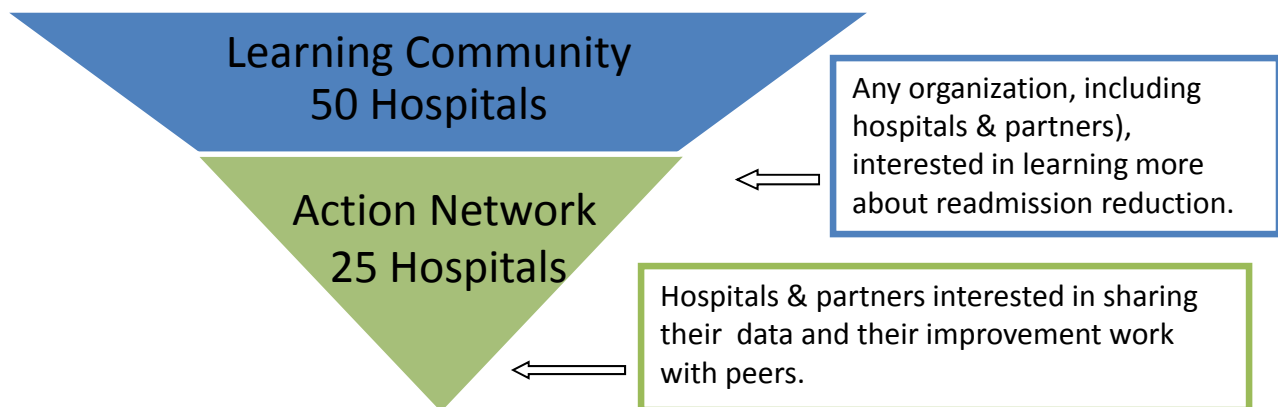


Overview

The Avoid Readmission through Collaboration (ARC) program seeks to bring together hospitals and their partners in the community to prevent readmissions. ARC is a partnership between Cynosure, CQC and funded by the Gordon and Betty Moore Foundation. Readmission rates in California are not much better than national norms. Our vision is to reduce 30 and 90 day readmission rates by 30% by 2013.

Structure

Quarterly on-site Learning Sessions in Oakland started as a forum for hospitals and their partners (e.g. medical groups/IPAs, home health, long term care and health plans,) to understand existing evidence-based models to reduce admissions. Then, the program led participants through a self-assessment, leading to an action plan tailored for their own institution. Each Learning Session fostered exchange among program participants and exposure to new ideas through national experts. Action Network participants received more intensive support to reach their goals, including coaching and access to planning grants.



Measurement

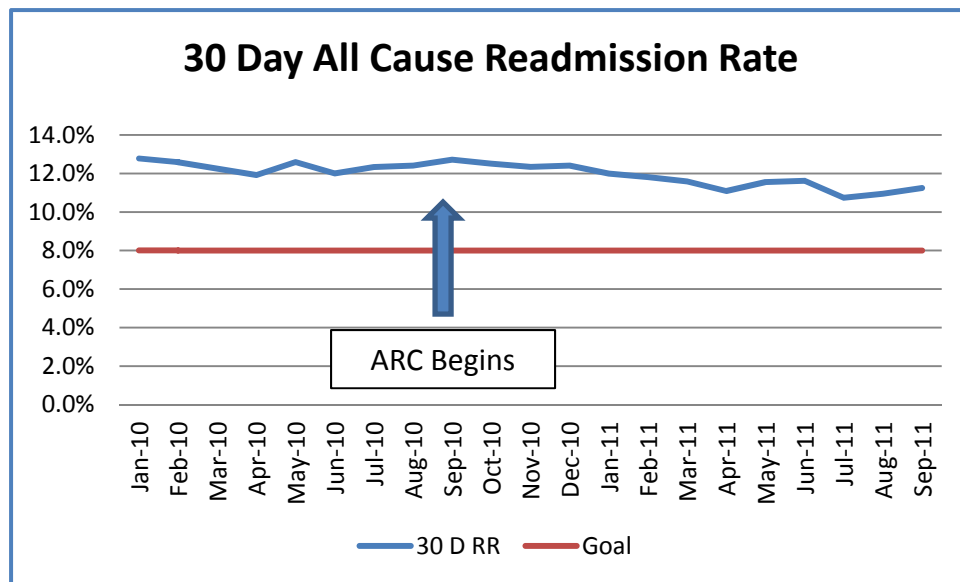
The hospitals in the **Action Network** submit data monthly, including the following measures:

1. 30-Day All-Cause Readmission Rate
2. 90- Day All-Cause Readmissions Rate
3. HCAHPS Patient Survey: Did hospital staff talk with you about whether you would have the help you needed when you left the hospital? And,
4. Did you get information in writing about what symptoms or health problems to look out for after you left the hospital?

Optional Measures

30-Day All-Cause Readmissions for a specific clinical condition or subpopulation (e.g., chronic conditions like CHF, COPD, psychiatric, or subgroups like OB or pediatrics)

Results



Spread

During the collaborative, participants became presenters and teachers. Program participants became champions within their facility for spreading change, and some participating hospitals became champions within their communities to improve care transitions. Some examples include:

- *Marin General Hospital – The facility is playing a key leadership role in the county’s efforts to better manage care. Work groups are underway to support patients in based on risk of readmission: Lowest risk – ProjectRED, Moderate risk – Care Transitions Intervention (CTI) and Highest risk- on going case management and community support.*
- *ARC Learning sessions featured presentations from participants such as San Francisco General Hospital, Lodi Memorial Hospital, Palo Alto Medical Foundation, Anthem Blue Cross, Sutter Care at Home.*

Quotes

All the results from the collaborative are not quantifiable. Below are some examples of what we’ve heard.

- “We had a lot of people doing a lot of things, but individually. ARC helped us focus on specific goals”. - El Camino team member
- “You can read about all the models, but ARC demonstrated how to make it real -in a community hospital, or teaching hospital. It gives us the courage to do it ourselves” . – Marin General Hospital team member
- “Where else can you get this kind of education, I learn something new every time” . - Washington Hospital team member

Participants

Learning Community:

- *Alta Bates Medical Center*
- *Community Hospital of the Monterey Peninsula*
- *Desert Regional Medical Center*
- *Eden Medical Center /San Leandro Hospital*
- *Healdsburg District Hospital*
- *Henry Mayo Newhall Memorial Hospital*
- *Kaiser Permanente Redwood City Medical Center*
- *Little Company of Mary- San Pedro*
- *Little Company of Mary- Torrance*
- *Mee Memorial Hospital*
- *Providence- Holy Cross*
- *Providence- St. Joseph*
- *Providence- Tarzana*
- *Rancho Los Amigos National Rehabilitation Center*
- *Riverside County Regional Medical Center*
- *Saddleback Memorial Medical Center*
- *Salinas Valley Memorial Healthcare*
- *Santa Rosa Memorial Hospital*
- *Sharp HealthCare*
- *Sierra Nevada Memorial Hospital*
- *Sierra View District Hospital*
- *St. Joseph Orange*
- *St. Jude Medical Center*
- *Sutter Delta*
- *Sutter Gould Medical Foundation*
- *UC Davis Medical Center*

Action Network:

- *Alameda County Medical Center*
- *Antelope Valley Hospital*
- *Chinese Hospital*
- *El Camino Hospital*
- *Lodi Memorial Hospital*
- *Marin General Hospital*
- *MemorialCare Health System*
- *Mercy General Hospital*
- *O'Connor Hospital*
- *Queen of the Valley*
- *St. Francis Medical Center*
- *Saint Francis Memorial Hospital*
- *San Francisco General Hospital Medical Center*
- *San Joaquin Community Hospital*
- *Ramon Regional Medical Center*
- *Santa Clara Valley Medical Center*
- *St. Rose Hospital*
- *UCSF Medical Center*
- *Ukiah Valley Medical Center*
- *University of California Irvine*
- *VA Medical Center San Francisco*
- *VA Palo Alto Health Care System*
- *ValleyCare Health System*
- *Washington Hospital Healthcare System*
- *Woodland Memorial Hospital*



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United Healthcare

