

Readmissions Summit

IMPROVING CARE TRANSITIONS THROUGH EVIDENCE-BASED, TAILORED PATIENT SUPPORT

PAM Enhances Our Transitions Program

- ◆ Blend of
 - ◆ Care Transitions Intervention SM – Eric Coleman, MD
 - ◆ Transitional Care – Mary Naylor, PhD, RN
- ◆ Includes ACE (Acute Care for Elders) Team
- ◆ And HELP (Hospital Elder Life Program)

Health Care Partners

- ◆ Admit Criteria – Transitional Care
 - ◆ \geq age 80
 - ◆ Moderate to severe functional deficits (HARP >2 , Katz <4 , Lawton <5)
 - ◆ Active behavioral or psych issue (GDS >5)
 - ◆ 4+ active co-existing health conditions
 - ◆ 6+ prescribed medications

Health Care Partners

- ◆ Admit Criteria – Transitional Care
 - ◆ 2+ hospitalizations within 6 months
 - ◆ Hospitalization in past 30 days
 - ◆ Inadequate support systems
 - ◆ Low health literacy (Newest Vital Sign)
 - ◆ Documented history of nonadherence

Health Care Partners

In-hospital – ACE Team

CNS Care Mgr

MD Pall Med

RT HELP RN

PT Pharm D

CD CDE



Health Care Partners

Care Transitions Intervention SM – 4 Pillars

- ◆ Medication Self Management
- ◆ Dynamic Patient-Centered Record
- ◆ Physician Follow Up
- ◆ Red Flags

Health Care Partners

- ◆ Home visits
- ◆ MD visits
- ◆ Phone visits
- ◆ Ongoing assessment



Patient Activation is Key

- ◆ PAM conducted at admission to program and upon discharge
- ◆ CNS or RT administers



Mrs. T

- ◆ Age 75
- ◆ COPD – primary
- ◆ Comorbidities – pulmonary embolism, chronic back pain, chronic anemia, GERD
- ◆ Supports 3 grown sons, very concerned about continuing to care for them
- ◆ Mildly depressed

Mrs. T – PAM Assessment

	ON ADMISSION TO PROGRAM	ON DISCHARGE FROM PROGRAM
	PAM – Stage 1 (45.2)	PAM – Stage 2 (52.9)
Ownership for health	Strongly disagree	Strongly disagree
Medication knowledge	disagree	agree
Know when to access MD	disagree	agree
Physician communication	disagree	disagree
Treatment knowledge	disagree	agree

PAM helped target education
on medication first

- List all prescriptions, over-the-counter drugs, vitamins and herbs.
- Bring this to every doctor's appointment and if you go to the emergency room or hospital. Date: _____

If you have any problems with your medicine – do not wait. Talk to your doctor right away.

Patient Name:	Allergies
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Doctor Phone Number: _____

Pharmacy Name & Phone Number: _____



Mrs. C

- ◆ Age 67
- ◆ COPD – longstanding
- ◆ Smoker
- ◆ Home O_2
- ◆ Has strong drive to get back to active lifestyle

Mrs. C – PAM Assessment

	ON ADMISSION TO PROGRAM	ON DISCHARGE FROM PROGRAM
	PAM – Stage 2 (49.9)	PAM – Stage 4 (73.1)
Medication knowledge	strongly disagree	agree
Know when to access MD	strongly disagree	agree
Physician communication	strongly disagree	agree
Treatment knowledge	disagree	agree
Confidence in managing problems	disagree	agree

PAM helped target education on medications & red flags

Red Flags

Lung Partners COPD Action Plan	
GREEN ZONE	
<u>What to do</u>	
<ul style="list-style-type: none"> Doing well My sputum is clear/white and easily cleared in small amounts. I breathe without difficulty. I can do usual activities without tiring. I am able to think clearly. 	<ul style="list-style-type: none"> Continue taking medications as prescribed. Keep all doctor appointments. Maintain routine activity.
YELLOW ZONE	
<u>What to do</u>	
<ul style="list-style-type: none"> My sputum is thicker than normal, (green, yellow or brown) or I am producing more sputum. I am more short of breath, wheeze, or cough more than usual. I weigh more and my legs/feet swell. I tire easily and can not do usual activities without resting. I am not thinking clearly. I am using my nebulizer/rescue inhaler more than normal. Having side effects from medications. 	<ol style="list-style-type: none"> Write down (or have someone write for you) your concerns and why you feel something is wrong. BE VERY SPECIFIC <ul style="list-style-type: none"> Write exactly what your symptoms are, how long you have had them and how they are different than usual (ex: my sputum has changed color and I'm more short of breath.) Any meds that have changed since your last visit. Any sick contacts. Call your Pulmonologist. (If you don't have a pulmonologist, call your regular doctor.) <ul style="list-style-type: none"> Tell them your name Your doctors name Your history (ex: I have a history of COPD.) What your symptoms are and how they changed. (ex: my sputum is now thick and _____ in color.) Any concerns you have written down Explain that you need an appointment today. If you can not have an appointment today, insist on talking to the Nurse Practitioner or Doctor. Emphasize your goal to stay out of the hospital.
RED ZONE	
<u>What to do</u>	
<ul style="list-style-type: none"> I have trouble coughing up sputum. Severe shortness of breath. My sputum contains blood. I can not do my usual activities. I am confused. My speech is slurred and I feel dizzy, faint or sleepy. It is difficult for me to wake up. Chest pain 	<p>Call 911 NOW</p>

Red Flags

YELLOW ZONE

What to do

- * My **sputum** is **thicker** than normal, (green, yellow or brown) or I am producing more sputum.
 - * I am more **short of breath**, **wheeze**, or **cough** more than usual.
 - * I weigh more and my legs/feet swell.
 - * I **tire easily** and can not do usual activities without resting.
 - * I am not thinking clearly.
 - * I am using my **nebulizer/rescuhaler** more than normal.
 - * Having **side effects** from medications.
- 1) Write down (or have someone write for you) your concerns and why you feel something is wrong.
BE VERY SPECIFIC
 - * Write exactly what your symptoms are, how long you have had them and how they are different than usual (ex: my sputum has changed color and I'm more short of breath.)
 - * Any meds that have changed since your last visit.
 - * Any sick contacts.
 - 2) Call your Pulmonologist. (If you don't have a pulmonologist, call your regular doctor.)
 - * Tell them your name
 - * Your doctors name
 - * Your history (ex: I have a history of COPD.)
 - * What your symptoms are and how they changed. (ex: my sputum is now thick and _____ in color.)
 - * Any concerns you have written down
 - * Explain that you need an appointment today.
 - 3) If you can not have an appointment today, insist on talking to the Nurse Practitioner or Doctor.
 - 4) Emphasize your goal to stay out of the hospital.

Mrs. W

- ◆ Age 84
- ◆ Admitted with acute bronchitis
- ◆ Longstanding COPD – environmental
- ◆ Seemed knowledgeable about COPD

Mrs. W – PAM Assessment

	ON ADMISSION TO PROGRAM	ON DISCHARGE FROM PROGRAM
	PAM – Stage 2 (49.9)	PAM – Stage 4 (68.5)
Confidence with prevention	Disagree	Disagree
Physician communication	Disagree	Agree
Medication knowledge	Agree	Strongly agree
Ownership for health	Agree	Strongly agree
Understand health problems	Agree	Strongly agree

PAM helped target education on knowledge and MD communication

Personal Health Record



Care Transitions Program Personal Health Record



To better manage my health and medications, I will ...

- Take this Personal Health Record with me wherever I go, including all health care provider visits, visits to the Emergency Department, to all future hospitalizations and on vacation.
- Call my health care provider if I have questions about my medications or if I want to change how I take my medications.
- Tell my health care providers about ALL medications I am taking, including over-the-counter drugs, vitamins and herbal formulas.
- Update my Personal Health Record and Personal Medication Record with anything that is new or changed.
- Make family members, friends and caregivers aware of where my Personal Health Record is kept.

Mrs. P

- ◆ Age 69
- ◆ Admitted with pneumonia
- ◆ Comorbid diabetes
- ◆ Developed delirium in hospital

Mrs. W – PAM Assessment

	ON ADMISSION TO PROGRAM	ON DISCHARGE FROM PROGRAM
	PAM – Stage 1 (45.2)	PAM – Stage 4 (82.8)
	"I didn't know I had diabetes; I was never on insulin."	"I now believe if I was taking better care of myself, I wouldn't have landed in the hospital."
Medication knowledge	Disagree	Agree
Disease knowledge	Strongly disagree	Strongly agree
Treatment knowledge	Disagree	Agree
Ownership for health	Agree	Strongly agree
Maintain lifestyle	Agree	Agree

Diabetes Education



PAM Helps Tailor Coaching

- ◆ Part of patient discussion – their answers
- ◆ Meet patients where they are – what are they interested in?
- ◆ What does the patient know?
- ◆ Solve problems together – make patient an active participant

Lessons Learned

- ◆ Don't "jump the gun"
- ◆ Self management takes time
- ◆ Collaboration required between patient, providers and families

