Care Coordination: Readmissions

Project Title: Tackling ED Recidivism: Empower and Engage Your Organization

Hospital/System: Advocate Good Shepherd Hospital, Barrington

Summary: The hospital’s individualized care planning (ICP) approach for the high utilizer Emergency Department (ED) patient population is a comprehensive patient-centered program that enhances the patient experience and improves the organization's fiscal health and responsibility. This project engages front line staff through senior leadership to provide the resources, referrals, support, networking, and appropriate treatment for patients.

The ED front line team members are actively involved in the process of recommending patients for an individualized plan of care. The interdisciplinary ICP team reviews each case and involves the patient’s own physicians, regardless of affiliation. The patient and family are involved (when possible) in the development of his/her plans of care. Goals for care are safety driven and holistic. Ongoing follow-up with the patient to ensure compliance with discharge health care instructions is an important factor. Communication with the entire ED team is vital to ensure that the plans of care are fully implemented upon the patient’s arrival. They are routinely reviewed for appropriateness and updated based on patient’s need.

The program includes more than 250 patients. The hospital has seen a consistent reduction average for ED revisits between April 2012 - April 2013 at 68% across four demographic patient groups. ED readmissions have been reduced 72% (on average). The projected cost savings analysis for ED recidivists is $1,421,088 and for ED readmissions is $939,934. The rest of the system Emergency Departments are currently adopting this program.

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2013 Quality Excellence Achievement Awards

Recognizing Illinois Hospitals and Health Systems Leading in Quality, Innovative and Transformative Health Care
Overview

The Illinois Hospital Association (IHA) Institute for Innovations in Care and Quality’s (The Institute) third annual Quality Excellence Achievement Awards—Delivering Quality with Distinction—celebrates Illinois hospitals and health systems’ transformational achievements utilizing the Institute for Healthcare Improvement’s Triple Aim philosophy:

- Enhancing the patient experience;
- Improving population health; and
- Reducing health care costs.

Building upon previous years, 104 projects from 57 hospitals and health systems were submitted this year. IHA appreciates the expertise and commitment demonstrated by our members as well as our judging panel of 29 nationally-recognized quality improvement leaders, who carefully reviewed and scored each application. This year, three awards were presented, one in each of the following categories: Health Care System, Rural/Critical Access Hospital, and Urban Hospital.

To share these initiatives among members, The Institute has published this compendium that provides a synopsis of all project entries along with contact information for additional details. The compendium receives national exposure by being featured annually on the Hospitals in Pursuit of Excellence (HPOE), an AHA affiliate, website.
CALL FOR ENTRIES
Opens Spring 2014

Be sure to watch for this opportunity to be recognized and celebrated for your hospital’s achievements in advancing patient care.

AWARD CATEGORIES

- Health Care System
- Rural/Critical Access
- Urban

New in 2014: The Tim Philipp Award

A passionate advocate for quality improvement and patient-centered care, Tim Philipp, who died in May 2013 after a long battle with cancer, spearheaded the work of IHA’s Quality Awards. His work was greatly influenced by his unique perspective as a nurse, teacher and cancer patient. The Tim Philipp Award for Excellence in Palliative Care will honor excellence and innovation in palliative care.