

7) Skilled Nursing Facility (SNF) Three-Day Waiver Program

Partners HealthCare Population Health Management

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PROJECT DESCRIPTION

The SNF 3-day waiver program is an exciting opportunity to test a new way of improving care and reducing costs. The waiver allows Pioneer Accountable Care Organization (ACO) beneficiaries to receive coverage for SNF services without a prior 3-day inpatient hospitalization. The waiver allows ACO beneficiaries access to the appropriate level of care, avoiding unnecessary and preventable days in the hospital contributing to:

- improved transitions of care and better communication and collaboration for providers;
- improved patient satisfaction in their overall course of care;
- reduction in the overall cost of care as well as in hospital admissions and readmissions and length of stay.

OUTCOMES ACHIEVED

- Reduced length of stay at SNFs for waiver patients'
- Lowered inpatient admissions and Emergency Department (ED) visits for waiver patients
- Developed a partnership with post-acute facilities to reduce variation in care and encourage collaborative care
- Supported on-going care management across the continuum
- Executed safe transitions using integrated IT, clinical teams and care protocols
- Matched patient needs and service

LESSONS LEARNED

- Know the patient's care needs
- Send patient to the right level of care (e.g. Home health, SNFs) and to the provider most suitable for the level of care needed
- Return patients to home and to primary care practices quickly (reducing length of stay)