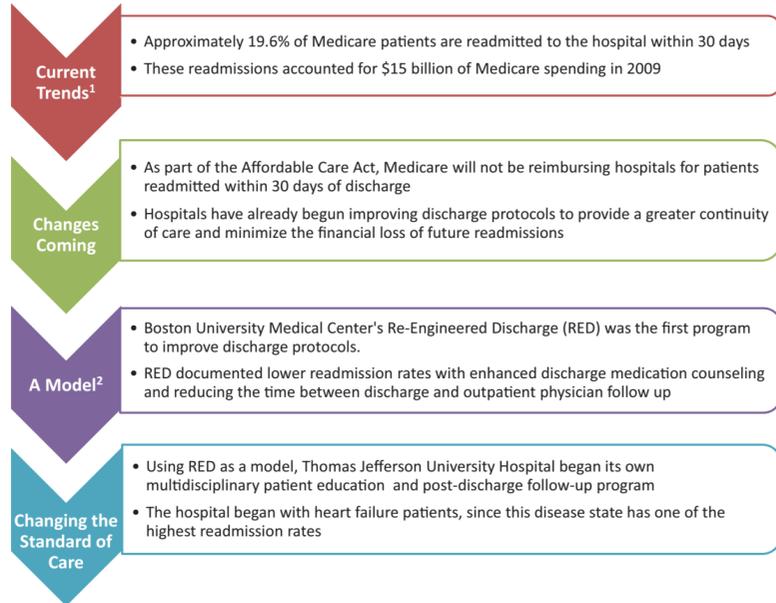


Heart Failure Transition of Care Program: The Pharmacist's role in reducing readmissions

Joseph Favatella, PharmD Candidate 2013, Joanne Heil, PharmD, BCPS, Heart Failure Transition of Care Program Coordinator

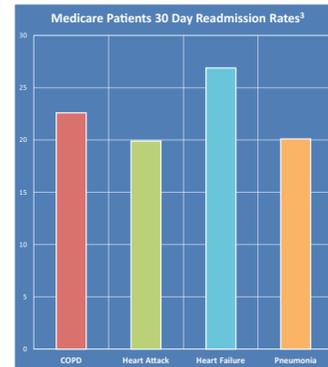
Thomas Jefferson University Hospitals, Philadelphia, PA

INTRODUCTION & BACKGROUND

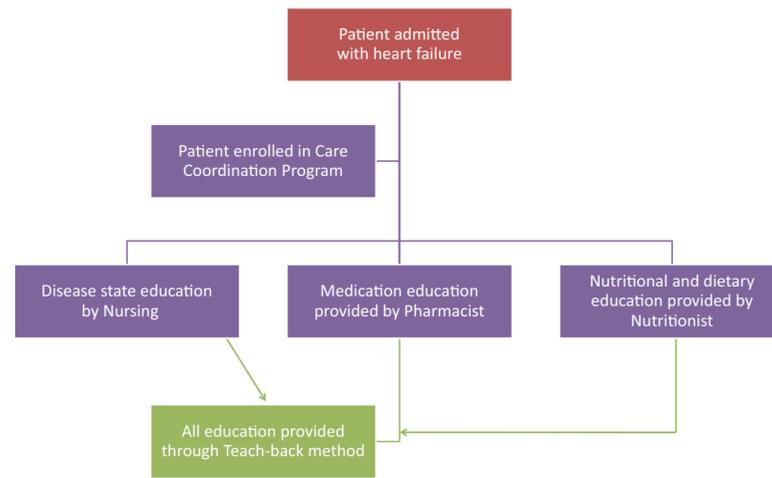


OUTCOMES OF RED²

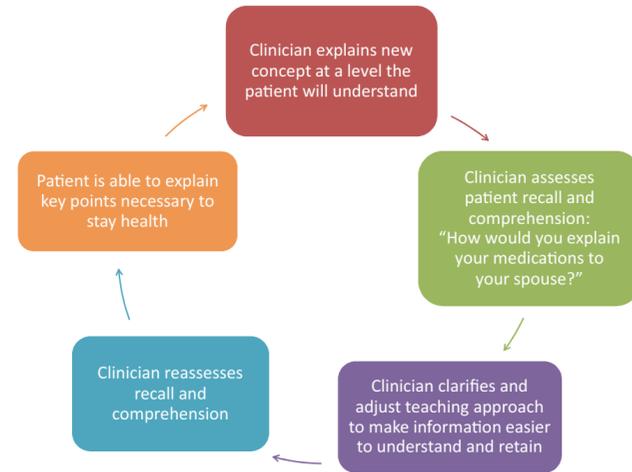
- 30 day readmission rate
 - Reduced by 25%
- Emergency Department usage
 - Reduced from 24% to 16%
- Overall costs
 - Reduced by 33.9%
- RED patients cost \$412 less than those patients not enrolled in the program



METHODS



TEACH - BACK METHOD

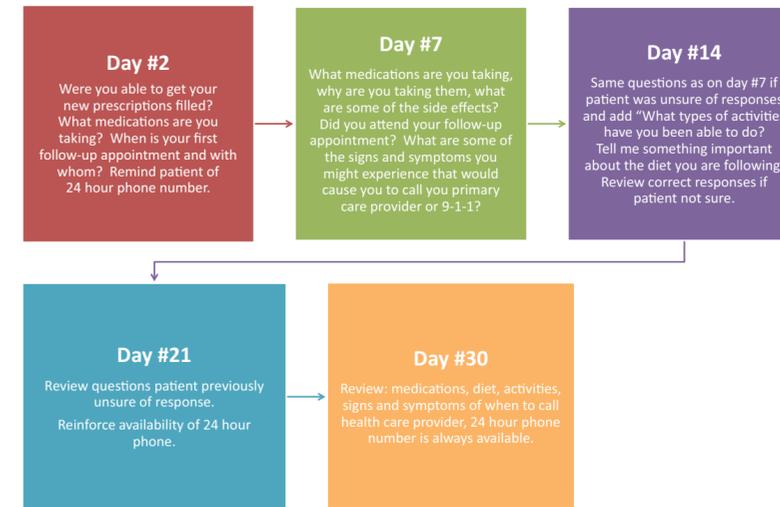


Adapted from Archives of Internal Medicine⁴

METHODS CONTINUED



POST-DISCHARGE PHONE CALLS BY PHARMACIST



RESULTS & IMPLICATIONS

- Since 2010, over 700 patients have been enrolled into the program
- Phone calls average 15 to 20 minutes in duration
- Approximately 40 patients are enrolled in the program at any one time
- The hospital has documented a reduction in readmissions of heart failure patients
- Other care coordination program in development include pneumonia, acute coronary syndrome, and chronic obstructive pulmonary disease
- Statistical analysis is ongoing as the program is adjusted to meet patients' needs

DISCUSSION

- The pharmacists, at Thomas Jefferson University Hospital, have been providing bedside clinical services for many years.
- Redefining the pharmacy practice model allowed the pharmacists to continue to provide acute care at the bedside and expand services to chronic care once patients are discharged.
- The goal is for patients to safely transition to their homes, and to significantly reduce the incidence of readmissions.
- Reimbursement changes dictate that patient care can no longer be thought of in the traditional categories of either inpatient or outpatient, but rather as a continuum.
- Jefferson pharmacists are uniquely positioned to improve patients' continuity of care and provide important clinical services throughout this process.

Disclosures: The authors of this poster have nothing to disclose

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