

Webinar: Community-Based Approach to Reducing Hospital Readmissions

Friday, May 6, 1-2pm Eastern

- **Eric Coleman, M.D., M.P.H., director, Care Transitions Program, and professor of medicine at the University of Colorado Health Sciences Center**
- **Garry MacKenzie, M.D., medical director of cardiology services at McKay-Dee Hospital Center in Ogden, Utah**
- **Janice Fitzgerald, R.N., director of quality and medical management at Baystate Medical Center in Springfield, Mass.**
- **Anne-Marie J. Audet, M.D., M.Sc., moderator, vice president of The Commonwealth Fund's Program on Health System Quality and Efficiency**

Path to High Performance: Where is the Nation?

- Prochaska's model of change and levels of preparedness

Grade	Stages	Resources
A +++	Pre-contemplation	Knowledge: scope of problem
➔	Contemplation	Will: motivation/incentives
A - / B +	Preparation	Knowledge of solutions: Tools, Models, Resources
	Action	} Knowledge, Will, Tools, Resources
	Maintenance	

Framing the Issue

What Question: Who is the Accountable?

Care Transitions and Readmissions are:

- **Hospital issue?**
- **NH/SNF issue?**
- **Primary care issue?**
- **Home care issue?**
- **Patient issue?**
- **Someone else's problem**
- **Other?**

Safety Paradigm

- *To Err Is Human:*
 - The System is the focus, not the person

- Rehospitalizations
 - The System is the focus, not the organization

Comparative Health Care Performance Data



- See how well U.S. hospitals perform on measures of evidence-based care, patient experience, readmission and mortality rates, and costs
- Compare a hospital's performance with peer organizations and national benchmarks
- Find case studies and tools to help improve the quality of care

Featured Reports

New Hampshire Hospitals: AHRQ Data

[VIEW REPORT](#)

Bloodstream Infections: San Francisco, Denver and Miami

[VIEW REPORT](#)

Baldrige Winners: 2007-10

[VIEW REPORT](#)

Featured Tools and Resources

Improvement Tool:
[Health Care Leader Action Guide to Reduce Readmissions](#)
[More Improvement Tools...](#)

Case Study:
[Reducing Hospital Readmissions--Lessons from Top-Performing Hospitals](#)
[More Case Studies...](#)

Commentary:
[Commentary: Transparency and Public Reporting Are Essential for a Safe Health Care System](#)
[More Commentaries...](#)

[More Tools & Resources...](#)



1 CREATE A REPORT...

Choose Hospitals to Compare:

▼ **By Name**

► **By Location/Characteristics...**

Begin typing the name of a hospital...

You Have Selected...

This window will remain active. Use it at any time to add more hospitals.

[CONTINUE](#)

2

Choose Benchmarks

3

Compare

Webinar: Community-Based Approach to Reducing Hospital Readmissions

Friday, May 6, 1-2pm Eastern

- Eric Coleman, M.D., M.P.H., director, Care Transitions Program, and professor of medicine at the University of Colorado Health Sciences Center
- Garry MacKenzie, M.D., medical director of cardiology services at McKay-Dee Hospital Center in Ogden, Utah
- Janice Fitzgerald, R.N., director of quality and medical management at Baystate Medical Center in Springfield, Mass.
- Anne-Marie J. Audet, M.D., M.Sc., moderator, vice president of The Commonwealth Fund's Program on Health System Quality and Efficiency

performance of in any advertisement or marketing of health care services.

Mayo & HHC Hospitals -- Readmission Rates [Rename]

Readmission Rates				Save	Edit	Print	Export
	Hospital 30-Day Readmission Rates f...	Hospital 30-Day Readmission Rates f...	Hospital 30-Day Readmission Rates f...	Save Report			
	In-Depth Report	In-Depth Report	In-Depth Report				
Select... All , None <input type="checkbox"/> Hide Deselected	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>				
NATIONAL TOP 10%	18.40 %	22.40 %	16.50 %				
AUSTIN MEDICAL CENTER	19.90 %	26.50 %	18.90 %				
BELLEVUE HOSPITAL CENTER	22.40 %	30.60 %	19.60 %				
CITY HOSPITAL CENTER AT ELMHURST	20.90 %	29.00 %	24.40 %				
CONEY ISLAND HOSPITAL	21.30 %	30.80 %	20.30 %				
FAIRMONT MEDICAL CENTER	18.80 %	24.60 %	17.30 %				
HARLEM HOSPITAL CENTER	21.30 %	27.10 %	18.60 %				
IMMANUEL-ST JOSEPHS-MAYO HEALTH SYSTEM	19.70 %	20.90 %	17.00 %				
JACOBI MEDICAL CENTER	26.10 %	27.20 %	20.70 %				
KINGS COUNTY HOSPITAL CENTER	20.10 %	32.00 %	24.40 %				
LINCOLN MEDICAL & MENTAL HEALTH CENTER	19.90 %	32.00 %	20.20 %				
LUTHER HOSPITAL MAYO HEALTH SYSTEM	17.70 %	21.80 %	17.10 %				
MAYO CLINIC	19.30 %	23.00 %	18.80 %				
MAYO CLINIC HOSPITAL	20.10 %	22.90 %	18.90 %				
METROPOLITAN HOSPITAL CENTER	N/A	27.00 %	19.40 %				
NORTH CENTRAL BRONX HOSPITAL	N/A	27.00 %	23.20 %				

N/A: Not all hospitals report all data for all measures
 Note: State average rates are not available for readmissions and mortality measures.