Key Elements of The Care Transitions Intervention™

- Low-cost, low-intensity, adapt to different settings
- One home visit, three phone calls over 30 days
- "Transition Coach" is the vehicle to transfer skills, build confidence and provide tools to support self-management
  - Model behavior for how to handle common problems
  - Reconcile pre- and post-hospital medications
  - Practice or "role-play" next encounter or visit
- Generous support of John A. Hartford Foundation

Care Transitions Intervention™ Summary of Key Findings

- Significant reduction in 30-day hospital readmits
- Significant reduction in 90-day & 180-day readmits
- CMS Study--50% reduction in 60-day readmits
- Net cost savings of $300,000 for 350 pts/12 mo
- Adopted by over 145 leading health care organizations nationwide
- The CTI Model is in the public domain
- www.caretransitions.org

SHM Initiatives

- Discharge Checklist

  Halasyamani L et al. Transition of care for hospitalized elderly patients --development of a discharge checklist for hospitalists. *J of Hosp Med 2006*:354.

- Resource Room
- Safe STEPs
- Project BOOST
  - **B**etter **O**utcomes for **O**lder adults through **S**afe **T**ransitions
  - John A. Hartford Foundation $1.4 million

project BOOST
Better Outcomes for Older adults through Safe Transitions

BOOST Toolkit: Primary Components

- Tool for Identification of High-Risk Patients
- Patient and Family/Caregiver Preparation
  - Diagnosis – primary cause for hospitalization and other Dx
  - Test results and interpretation
  - Treatment Plan during and after hospitalization
    - Contextualize
  - Follow-up Plans
    - Principal Care Provider identification
      - Who to contact with questions/concerns
    - Warning signs/symptoms and how to respond
    - Outpatient appointments
    - Pending tests
  - Medication Reconciliation
- Discharge Summary Communication

BOOST Toolkit: Secondary Components

- Determining Cultural Readiness
- Assessing knowledge base and gaps
- Teamwork
- Sales program (C-Suite and Staff)
- Evaluation Plan (local)

BOOST - 30 Mentor Sites