Calvert Health System
Calvert Memorial Hospital
Tradition. Quality. Progress.

Readmission Reduction:
A Community Collaborative Effort

Transforming Healthcare. Transforming Lives.

Why the focus on readmissions?

Maryland's readmission rates are among the highest in the nation

Set Readmission reduction target for the state

Based on the unadjusted all cause readmissions

Focus is on specific diagnosis or chronic condition

Project Started CY 2012

Maryland Performs Poorly on Broad Measures of Readmissions

Start of the Project- 2012

Medicare

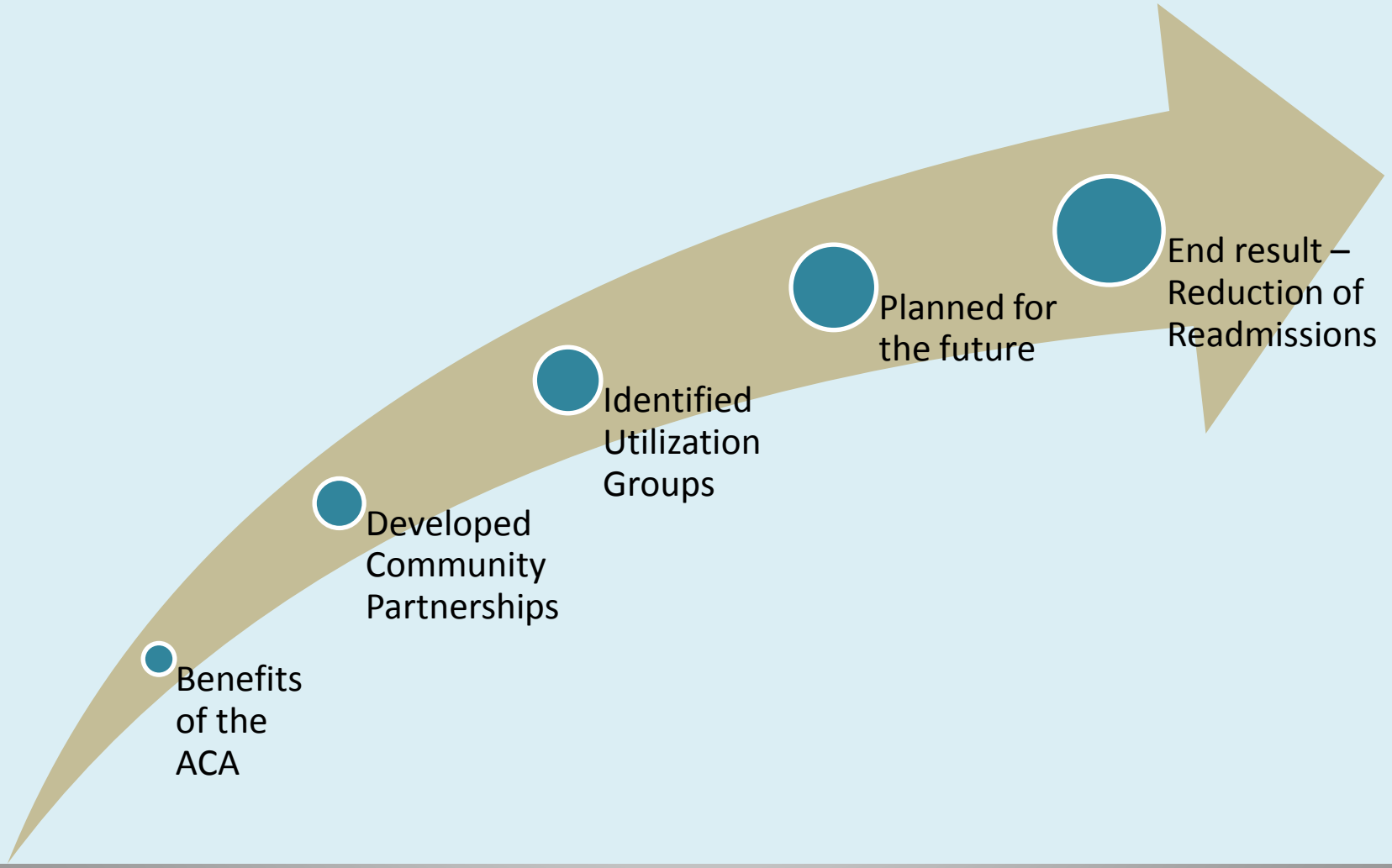
- National Average 20%
- Maryland Average 22-25%
- CMH – 16% and 58% of all readmissions
- CMH Goal – 12%
- CMH Current Rate – 9.1%

All Cause/All Payer Readmission Rates- 2012- 2014

2012	2014
12%	Ranges 7.25% to 7.8% risk adjusted
HSCRC Target = 8.98%	6.3% with other institutions removed
CHF = 19%	CHF = 5%
COPD = 20%	COPD = 5.5%
Nursing Home = 15.6%	Nursing Home = 9.2%

How did we do it?
Through community and team collaboration.

How did we reach our goal?



TIMELINE

October	January	March	Future
Open enrollment begins	Coverage begins	Open enrollment closes	All Americans have access to affordable health care

Benefits for Women

Providing insurance options, covering preventive services, and lowering costs.

Young Adult Coverage

Coverage available to children up to age 26.

Strengthening Medicare

Yearly wellness visit and many free preventive services for some seniors with Medicare.

Holding Insurance Companies Accountable

Insurers must justify any premium increase of 10% or more before the rate takes effect.

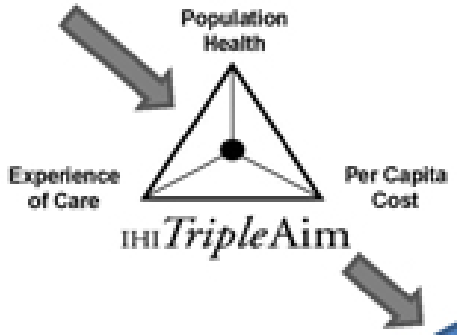
Calvert Memorial Hospital's focus is on chronic disease prevention and management *(cardiopulmonary disease, such as CHF / COPD, and diabetes)* for employees and patients

Design of a Triple Aim Enterprise

PACCT

Partners in Accountable Care Collaboration and Transitions

Define "Quality" from the perspective of an individual member of a defined population



Individuals and Families

Definition of Primary Care

Health Care Public Health Social Services

Integration

System-Level Metrics

Per Capita Cost Reduction

Prevention and Health Promotion

Institute for Healthcare Improvement, 2012

Partnerships / PACCT

- Calvert Memorial Hospital is focused on the integration of patient healthcare resources.

- We have developed crucial partnerships with our community to provide efficient and effective care.
- We are working on reducing all-cause readmissions while enhancing our communication with our patients and partnerships.
- We see the benefit in developing integrated programs for our community to promote wellness that all have the same common goal.

High Utilization Groups

- ↑↑ Healthcare Cost
- ↑↑ Reactive Resource Use
- ↓ Proactive Resource Use
- ↓↓ Life Expectancy
- ↓↓ ROI

- Heart Failure
- COPD
- Diabetes
- Pneumonia

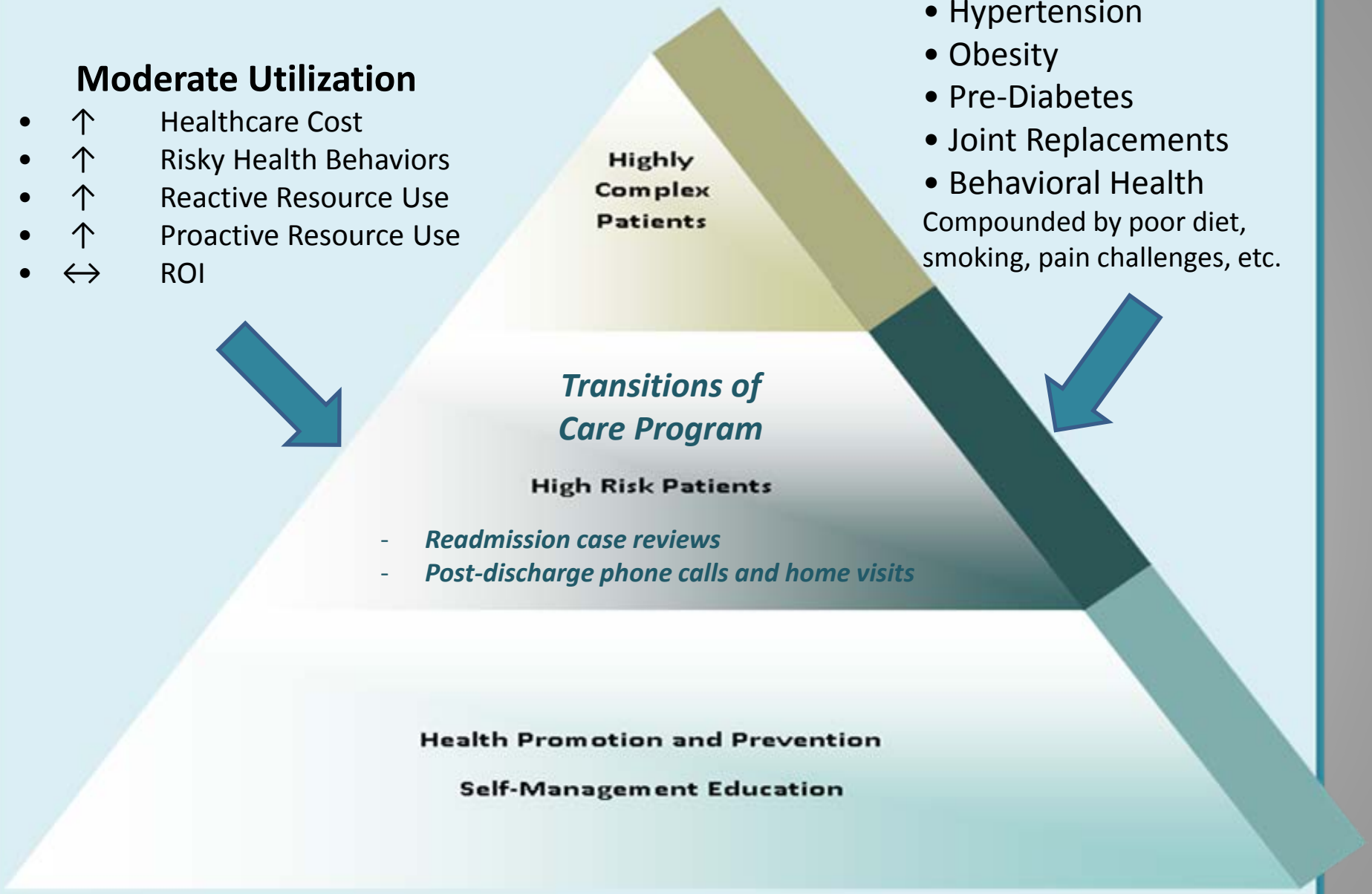
End-stage / Life-limiting co-morbidities that may benefit from hospice or palliative care

Moderate Utilization

- ↑ Healthcare Cost
- ↑ Risky Health Behaviors
- ↑ Reactive Resource Use
- ↑ Proactive Resource Use
- ↔ ROI

- Hypertension
- Obesity
- Pre-Diabetes
- Joint Replacements
- Behavioral Health

Compounded by poor diet, smoking, pain challenges, etc.



WELL

(Wellness Educated Lives)

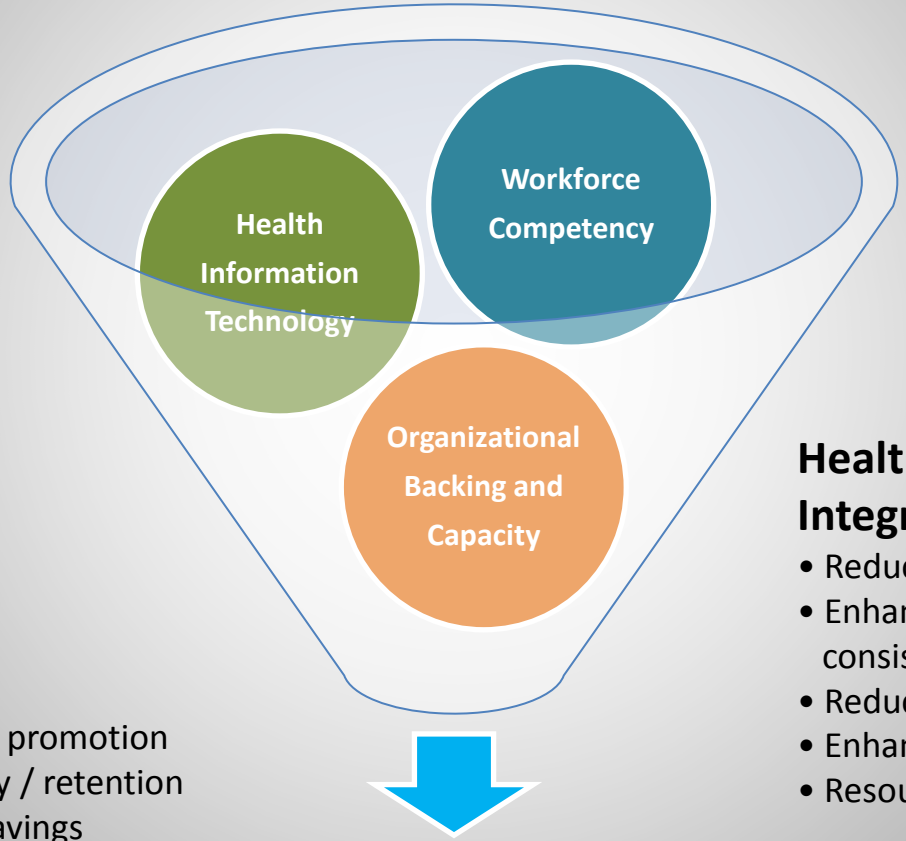
- ↓ Healthcare Cost
- ↓ Risky Health Behaviors
- ↑ Proactive Resource Use
- ↑ ROI

- Dental Clinic
- Employer Wellness Program
  (employees and families)
- Healthy Behavior Incentive Program
- STOP Light for Wellness (future)
  (Red / Yellow / Green Behaviors)
- Patient Portal
- Community Wellness Education Programs

- Healthy Diet
- Non-smoking
- Blood Pressure Control
- Weight Control
- Preventive Interventions

Begin education and induction of health-promoting behaviors in children and young adults (school programs)

Population Health Management Infrastructure: *Key Competencies for Employers and Healthcare Providers*



Employer / Employee Relationship Benefits

- Employee / Family wellness promotion
- Employee ROI – productivity / retention
- Employer healthcare cost savings

Healthcare Partnership / Integration Benefits

- Reduction of duplication of efforts
- Enhancement of reproduction / consistency of actions and results
- Reduction of inefficiencies
- Enhancement of effectiveness
- Resource sharing

Consistency in disease prevention education and personal wellness accountability message to patients, employees, and community

Source: Association for Community Health Improvement, 2013