The Hospital Readmissions Landscape

Hospitalizations interfere with an elderly person’s daily living, but a hospital readmission can cause even greater disruption. The quality of life for an elderly patient may diminish when they return to the hospital, putting them at risk for infection, disease, and even death. The impact is equally substantial for post-acute care facilities and agencies as you start to bear the financial burden of hospital readmissions. Failing to lower patient readmission rates can lead to the following, the effects of which extend well beyond your day-to-day clinical duties:

- Fewer or potentially lost referrals
- Stronger financial penalties, and
- Higher costs to deliver care

The McKesson Readmissions Resource™ is your guide to the changing landscape of hospital readmissions. Within this Program Playbook, you will find key facts and figures on readmissions as well as valuable offers from our partners that can benefit your business. From education and training to consulting services and data analytics, we have the solutions you need to reduce readmissions and improve care.

Industry-wide Focus on Readmissions

Hospital readmissions are of great concern to healthcare providers, whether in the acute or post-acute care setting. They more than double the cost of providing care to a patient, and when a patient suffers from a chronic condition, the risk for readmission becomes more significant.

Readmissions can be prevented when emphasis is placed on continuity of care. Focus on providing the highest level of care for your patients to ensure their smooth transition from one care setting to another.

18% of patients discharged to a post-acute care setting are readmitted within 30 days
2X Likelihood of death in elderly patients who are readmitted to acute care within 30 days
And they are 4X as likely to face death within 100 days of readmission

$10,352 the average per patient readmission cost to a healthcare system
$4.34B the national annual cost for readmissions to healthcare systems

Beginning October 1, 2018, post-acute facilities will be able to receive a 2% Medicare reimbursement that is redistributed as an incentive payment for performance related to readmissions quality measures

State Inpatient Databases (SID): https://www.hcup-us.ahrq.gov/sidoverview.jsp
Advisory Board: https://www.advisory.com/
Now more than ever, you are accountable for how care is delivered. Value-based payment models, accountable care organizations (ACOs), and the Impact Act are changing the way acute care providers interact with post-acute care facilities and agencies. Better communication allows your care team to share information and access data that addresses readmissions risk for different patient populations. In turn, you can shape the way care is delivered and enhance patient outcomes.

Clinical Conditions of Concern
There are numerous disease states that can lead to higher readmission rates. Consider the impact these chronic conditions have on your patients and their families, and offer treatment solutions that can reduce the likelihood of occurrence.

The following top five disease states will be our primary focus in the McKesson Readmissions Resource™.

<table>
<thead>
<tr>
<th>Disease State</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chronic Heart Failure (CHF)</td>
<td>24.5%</td>
</tr>
<tr>
<td>Chronic Obstructive Pulmonary Disease (COPD)</td>
<td>21.5%</td>
</tr>
<tr>
<td>Sepsis</td>
<td>21.3%</td>
</tr>
<tr>
<td>Urinary Tract Infection (UTIs)</td>
<td>18.1%</td>
</tr>
<tr>
<td>Pneumonia</td>
<td>17.9%</td>
</tr>
</tbody>
</table>

*Percentage indicates hospital readmission rate per 100 patient admissions. These five clinical conditions cause the most readmissions for Medicare patients in a 30-day period. Source: Agency for Healthcare Research and Quality (AHRQ), Center for Delivery, Organization, and Markets, Healthcare Cost and Utilization Project (HCUP), State Inpatient Databases (SID).

Quality Care for Improved Outcomes
Now more than ever, you are accountable for how care is delivered. Value-based payment models, accountable care organizations (ACOs), and the Impact Act are changing the way acute care providers interact with post-acute care facilities and agencies. Better communication allows your care team to share information and access data that addresses readmissions risk for different patient populations. In turn, you can shape the way care is delivered and enhance patient outcomes.

Pathway Health INTERACT™ Training and Certification
Clinical consulting and education to assist with business management and regulatory preparation.

- INTERACT (Interventions to Reduce Acute Care Transfers) training to improve care and prevent avoidable hospital readmissions through early identification, assessment, documentation, and communication changes in patient condition.
- Preparation for the Certified INTERACT Champion (CIC) Certification exam.
- QuickPath tools to help business leaders quickly assess current practices, policies, procedures, and processes.
- Customized reimbursement management resources and training to help achieve positive reimbursement outcomes.

PointClickCare eINTERACT™
INTERACT quality improvement program paired with Electronic Health Record (EHR) software platforms to reduce readmission rates and access timely quality improvement data.

- eINTERACT Change in Condition Evaluation to evaluate a change in patient condition and alert the care team of necessary care plan changes for improved outcomes.
- eINTERACT Transfer Form to clearly communicate the right information during transitions of care.
- Integrated analytics to track and report data related to transfers and readmissions.
- eINTERACT Hospital Transfer Quality Improvement Review and Analysis Tools to analyze hospital transfers and identify improvement opportunities for their reduction.
**PointRight**

Analytics and decision support services to predict, measure and reduce hospitalization, improve reimbursement and mitigate risk, and achieve better clinical outcomes.

- Pro 30, a predictive analytics solution to analyze readmissions data and identify areas of risk.
- RADAR, a comprehensive service to assess patient risk for readmission and gain insights that help to develop interventions for improved clinical outcomes.
- Insights on clinical issues and trends to help lower readmission rates.

**Philips CareSage**

Readmission reduction program to help improve patient care and keep patients from returning to the hospital.

- Patient discharge support and readmissions monitoring.
- Early detection data reporting to identify at-risk patients.
- Guidance on development of modified care plans to reduce readmissions.

**Wound Care Education Institute (WCEI)**

Comprehensive courses to educate on skin, wound, diabetic, and ostomy management and help prevent health complications that lead to readmissions.

- On-demand and live training for skin and wound management with direct access to wound assessment and treatment guides.
- Interventions to reduce causes of hospital readmissions such as malnutrition, delayed wound healing or infection.
- Course certifications for wound care, diabetic wound care and ostomy management.
- Complimentary webinars with continuing education credits.

**Relias Learning Management System**

Extensive catalog of continuing education courses with administrative functionality to automate, manage and track training needs.

- Readmissions simulation training to identify methods for improved care delivery.
- Assessment techniques to properly identify and address patient needs.
- Care coordination tools to achieve continuity and quality of communication among care providers.
- Webinars to develop staff knowledge and skills for prevention, detection and intervention of high-risk clinical conditions.

**PointRight**

Exclusive McKesson Discount
15% discount on all services for the 1st year

**Philips CareSage**

Exclusive McKesson Discount
Philips Lifeline Medical Device at no cost for 60 days (available for McKesson Post-Acute Care patients post-discharge)

**Wound Care Education Institute (WCEI)**

Exclusive McKesson Discount
20% discount on WCEI services

**Relias Learning Management System**

Exclusive McKesson Discount
20% discount on subscription access

**McKesson Readmissions Resource™**

Eligible for VIP Rewards Program