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care across settings

Scenario 1:

You are part of a multi-stakeholder community alliance that is interested in improving health care in your region and is committed to improving care across settings. In your community there are 3 acute care hospitals. One of the hospitals is a large, university teaching hospital; one is a for-profit community hospital and the third is a safety net inner city hospital. According to publicly reported information, the 30 day all-cause heart failure readmission rate in your community is above the state and national average – and all three hospitals are performing below expectations although the highest rates are for the readmissions in the university teaching hospital. You have been approached to participate in a quality improvement initiative aimed at reducing heart failure readmissions.

Scenario 2:

You are part of a multi-stakeholder community alliance that is interested in improving health care in your region and is committed to improving care across settings. In your community there are three hospitals with emergency departments and several free-standing urgent care centers. There is a small but significant segment of the population who seek all of their urgent and non-urgent care in these settings. About $\frac{1}{4}$ are covered by private insurance, about $\frac{1}{2}$ are covered by Medicare and about $\frac{1}{4}$ are self-pay. The unemployment rate is high in the region. You have been approached to participate in a quality improvement initiative aimed at reducing emergency department utilization.

Scenario 3:

You are part of a multi-stakeholder community alliance that is interested in improving health care in your region and is committed to improving care across settings. You have data indicating that the percentage of patients with diabetes in your community whose condition is uncontrolled or poorly controlled exceeds the norm. The county medical society is interested in working with outpatient providers on a project to improve the quality of diabetes diagnosis and treatment for patients with diabetes and asked you to participate. Within your community are several outpatient facilities including a federally-qualified health center (FQHC), a large university-based ambulatory care center and several small to midsize private practices. You have been asked to work with the medical society on its quality improvement project.



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Part I. Who needs to be at the table? (15 minutes)

Identify all the potential partners you could approach about working with you. Discuss why you selected these partners and challenges to getting them on-board.

From the group of potential partners identified, select 2-3 partners you will approach first.

- Who would you partner with to initiate a care across settings intervention in your community to target your outcome of interest and why?
- What additional setting of care is most relevant given your outcome of interest?

Part II: What will you do and how will you measure the outcome? (20 minutes)

Based on the partners the group selected, brainstorm interventions you would use to target your outcome.

- What approach would you use to target your outcome of interest and why (comprehensive primary care or transitional care)?
- Which evidence-based model would you use and why?
- What components of your intervention would require cooperation across institutions/settings of care?
- Which of the following success factors do you think would be the most challenging to incorporate given your outcome and chosen approach? How could you address these challenges through your intervention?
 - Frequent face-to-face interactions
 - Small caseloads for coordinators
 - Patient and family member education/activation component
 - Comprehensive, timely transitional care
 - Medication management component
 - Attention to psychosocial issues
 - Communication with multiple providers

(Part II continued on next page)



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- What initial (baseline) information would you need to gather before beginning your intervention?
- What are the process and outcome measures you would use to monitor your performance progress, and from what source(s) would you obtain this data?

Part III: How might you pay for it? (15 minutes)

- What aspects of your intervention would require funding?
- Who might you approach to provide start-up financial support?
- Who might you approach to provide ongoing financial support?

Part IV: Next steps (5 minutes)

As a table, finish this sentence: After our discussion, the question we are still pondering is...