

# Reducing 30-day Readmission Penalties Through More Effective Transitional Care



**18-20%**  
OF MEDICARE PATIENTS  
ARE READMITTED  
WITHIN 30 DAYS OF DISCHARGE.<sup>1</sup>

**2/3** OF MEDICARE  
READMISSIONS  
ARE A RESULT OF  
MEDICATION  
NON-COMPLIANCE<sup>1</sup>

**2,225 HOSPITALS WILL INCUR READMISSIONS PENALTIES THIS YEAR.<sup>2</sup>**

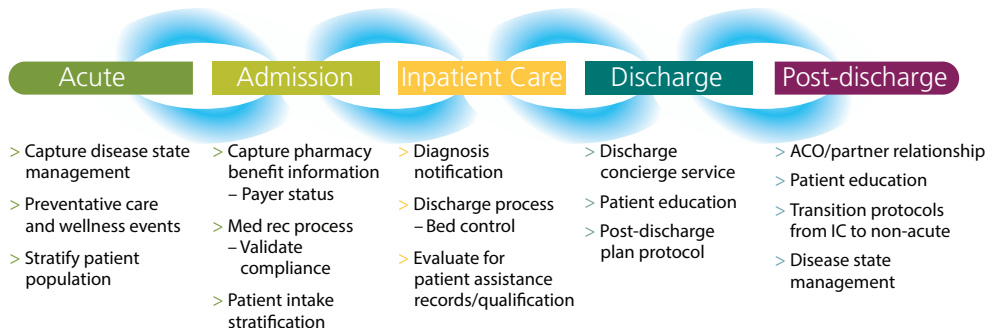
## A Dynamic Healthcare Landscape

Under the Hospital Readmission Reduction Program of The Patient Protection and Affordable Care Act of 2012, the Centers for Medicare and Medicaid Services will calculate acute-care hospitals' readmission rates and then compare them to expected readmissions rates. The act mandates that acute-care hospitals with higher-than-expected readmissions will receive **lower Medicare payments**. As a result, health systems are highly motivated to put processes in place to reduce 30-day readmissions.

## It's All About Transitions

*"Readmissions are not primarily about mistakes made in the hospital . . . they are about making **transitions** effectively."<sup>3</sup>*

During a hospital admission and stay, patients are transitioned through the enterprise. At each stage, there are opportunities for improvement. In fact, studies show that 46% of medication errors occur at transition points, namely upon admission, at discharge, or during transfer from one unit to another.<sup>4</sup> Post-discharge care coordination, in particular, is a critical piece of a robust transitional-care plan that is often overlooked.



Of the many transitions a patient encounters during a hospital stay and upon discharge, four key areas have been found to make a very significant impact on patient health outcomes:

Coordinated Medication Reconciliation	> Coordinated data exchanges & software tools designed to facilitate flow between retail pharmacy data and acute care EMRs
Discharge Concierge Services	> Dedicated bedside discharge concierge prescriptions filled & delivered by an on-site ambulatory pharmacy owned by the hospital
Ambulatory Pharmacy Infrastructure	> Ambulatory pharmacy must remain profitable and maintain >80% discharge capture rate for target disease states
Post Discharge Workflow & Escalation Protocols	> Follow-up strategy to ensure successful transition to home or other care setting > Phone and clinical liaison strategies to maximize patient adherence



### Transitional Care

Transitional care refers to the actions of healthcare providers designed to ensure the coordination and continuity of healthcare during care transitions, between healthcare practitioners and settings, as their condition and care needs change during the course of a chronic or acute illness. The aim is to both reduce the cost of 30-day readmission while also improving patient experience, and subsequently, HCAHPS scores (Hospital Consumer Assessment of Healthcare Providers and Systems). In essence, it establishes the foundation for “Accountable Care” beyond the hospital’s four walls.

### Pharmacy Healthcare Solutions Leads the Way

PHS has vast experience in developing ambulatory care pharmacies, bedside concierge programs, as well as, patient assistance programs that lend themselves nicely to transitional care enhancements. We can provide an operational assessment to review the coordination and continuity of a patient’s care along the continuum to ensure better outcomes and reduce readmissions. The net results are enhanced processes and valuable cost containment for your health system.

PHS’ consultants are experts in helping you define and develop your transitional-care program. Our cross-functional approach involves multiple disciplines and capabilities that will be most impactful for enhanced transitional care:

- > Coordinated medication reconciliation
- > Discharge concierge services
- > Ambulatory pharmacy infrastructure
- > Post-discharge workflow and escalation protocols

We maintain an innovative partnership philosophy driven by a commitment to help you capitalize on the dynamic changes in healthcare delivery and offer flexible, scalable solutions tailored to your particular health system’s requirement that can be expanded and enhanced as required.

For more information about Pharmacy Healthcare Solutions, contact us at 877-892-1254 or email [solutions@amerisourcebergen.com](mailto:solutions@amerisourcebergen.com).