Tablet Technology

Reinventing the Handoff to Skilled Nursing Care: Fostering Collaboration, Reducing Readmissions and Including the Patient and Family

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Overview

- Reducing avoidable readmissions is a major strategy for achieving the Triple Aim

- Reduction efforts are broadly applied

- In 2013, 75% of hospitals are subject to penalties due to higher than expected rates

- Hard to contribute reductions to any one intervention

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Healthy People 2020

- Use health communications strategies and health information technology to improve population health outcomes and health care quality, and to achieve health equity.

- Deliver accurate, accessible and actionable health information that is targeted or tailored.

- Facilitate the meaningful use of health IT and exchange of health information among health care and public health professionals.

30 Day All Cause Readmissions Progress – Our Data Shows…

- Progress on overall readmission reductions has been positive

- 13% in 2013 to 10% in last quarter of 2014

- Beating University Health System Consortium 25%tile and approaching 10% tile (our goal)

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Looking at Just Skilled Nursing Discharges Nationally…

- 20% of Medicare pts are discharged to a skilled nursing facility (SNF) 25% of Medicare pts will return to the hospital w/in 30 days

- We wanted to keep pts from bouncing back from SNFs

- We wanted to improve the care provided to our patients through out their recovery

http://www.ahcancal.org/quality_improvement/ qualityinitiative/Pages/Hospital-Readmissions.

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- OHSU uses many facilities
- Oregon is largely rural outside Portland metro area
- 60% of OHSU discharges are >50 miles away
- 138 SNFs in Oregon
- 3 large chains, plus freestanding facilities
- Patient placement decisions a function of: patient preference, bed availability, skill of SNF, and insurance contract
- Our RN/RN hand off via phone was not robust or routinely completed

Vision

- Utilize secure video technology to improve hand over of care to post acute partners.

- **Goals:** Improve outcomes and ensure continuity of care
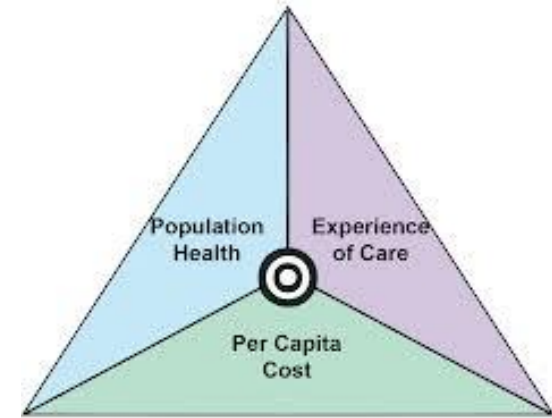
Program Stages

- Phase I – Warm Video Handover

- Phase II – Education

- Phase III – MD virtual visits

Why?

- The Institute for Healthcare Improvement (www.ihi.org)

    The Triple Aim
    of Healthcare Reform

IHI Triple Aim

- Improving access to care
- Keeping patients as close to home as safely possible
- Reducing costs

What is Telemedicine?

Using telecommunication technology (aka video-conferencing equipment)
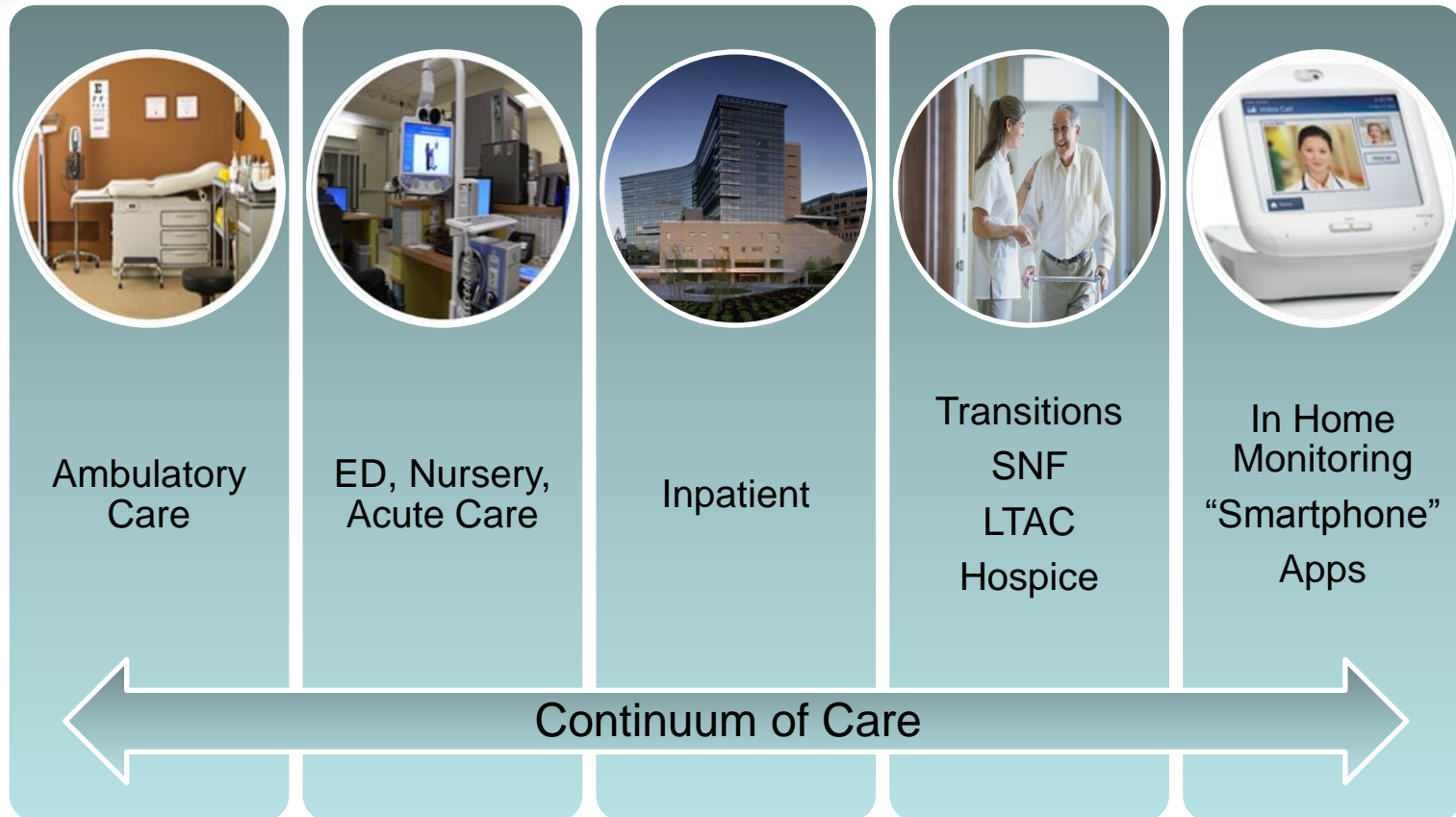
Improves
- Access to Care
- Quality of Care
- Provider & Patient Satisfaction

Reduces Cost

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Telehealth –
Across the Continuum of Care

| Ambulatory Care | ED, Nursery, Acute Care | Inpatient | Transitions SNF LTAC Hospice | In Home Monitoring "Smartphone" Apps |

Continuum of Care

Other uses: Language interpretation

Acute Care & Ambulatory Telehealth

- Program began 2007
  - PICU to Sacred Heart, Eugene

- Expansion in 2010
  Service lines
  - Stroke, PICU, NICU
  - Genetics
  - Psychiatry

- Ambulatory offerings

- 27 sites
  - based on local needs

The OHSU Telemedicine Network

- ● = Outpatient Consults
- ● = Inpatient Consults
- ● = Both
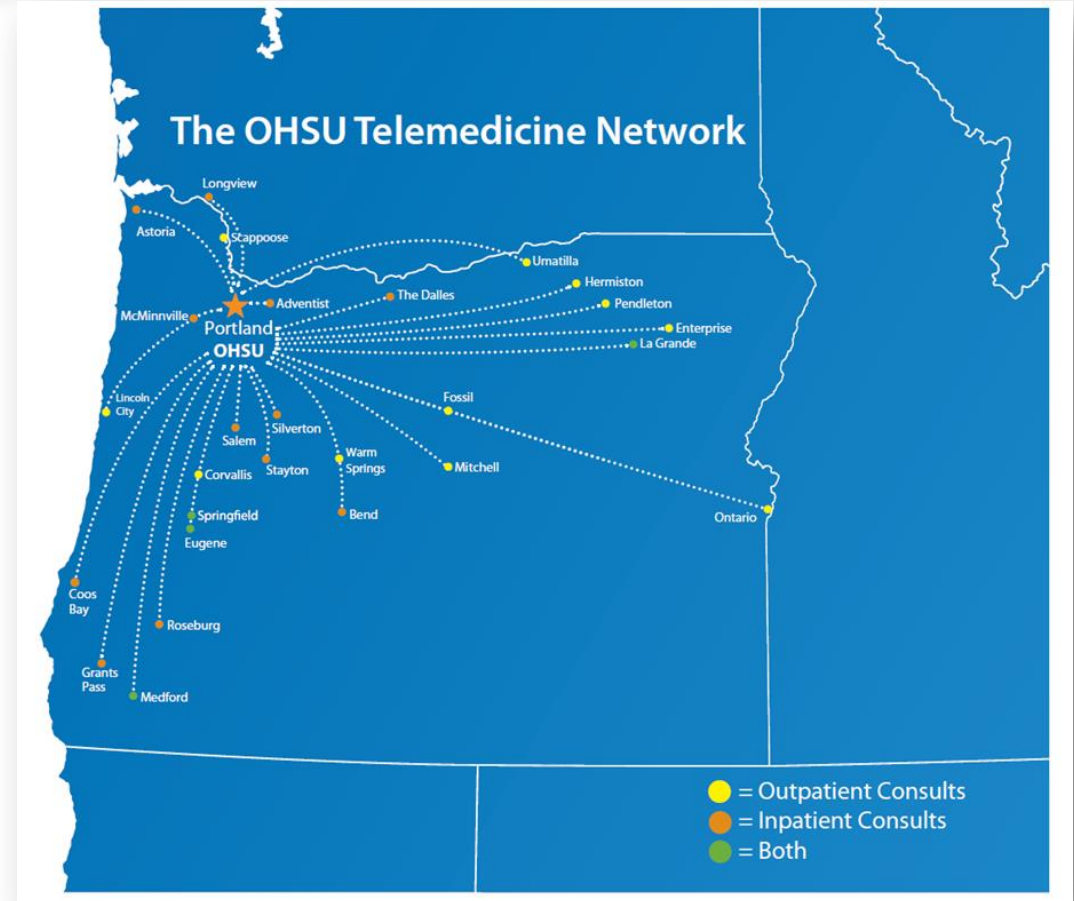
Estimated Transport Savings: $7,173,740

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Care Delivery Innovations

Telemedicine Warm Handovers: uses HIPAA-compliant videoconferencing program and iPad technology to provide video nurse-to-nurse handoffs for patients going to skilled nursing facilities (in Portland metro area)

- Used for 200 patients
- Patients appreciate being included
- Able to send more complex patients as nurses can review dressing changes, gait, lines, etc.

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How we developed the process…

- Creating a new visual care plan
- Technology & Care Transitions
- Building the rapport with Collaborating Skilled Nursing Facility
- Buy in from nurses on both sides
- Training

How does a Telemedicine Handover Happen?

- http://www.ohsu.edu/xd/health/for-healthcare-professionals/telemedicine-network/about-telemedicine/videos.cfm

Concerns from nursing….

- Being "on camera" issue
- "Is this in my Job Description?"
- "Have you cleared this with the union?"
- HIPAA and the patient
- SBAR…

Results Using this Technology

- Readmissions from partner facilities (including readmissions to other hospitals) from 26.9% to 11.9 %.

  January 2012 to Dec 2014

- The OHSU all SNF readmission rate is 16.7% (community comparison 18.9%)

Patient comments

"I was very impressed" -- patient in first handoff

"Interesting because I never used it before."

"I liked being able to see the nurse there and they could see me."

"I'd like to go back to that place I went before,
 I saw the nurse using video before I left the hospital,
 I really liked that."

Staff Experience

"During the video handover, our patient expressed his goal of being able to walk again, the RN at the facility asked our RN if there were PT/OT/SLT orders in his discharge packet. Our RN double checked before he left our hospital and assured they were present − great example of how the video handovers enhance the process and improve the patient experience"

- staff involved in the handover

Impacting the community – Video Brown Bags

We saw the opportunity to address knowledge gaps with in our health care partners

Improving the care of all Oregonians in those facilities – not just OHSU patients

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Brown Bag Topics

- PICC Lines & Infectious Disease (4 Part Series Year 1)
- Stroke Assessments
- Congestive Heart Failure Basics
- VADs Basics
- Wound & Ostomy (2 Part Series)
- More…
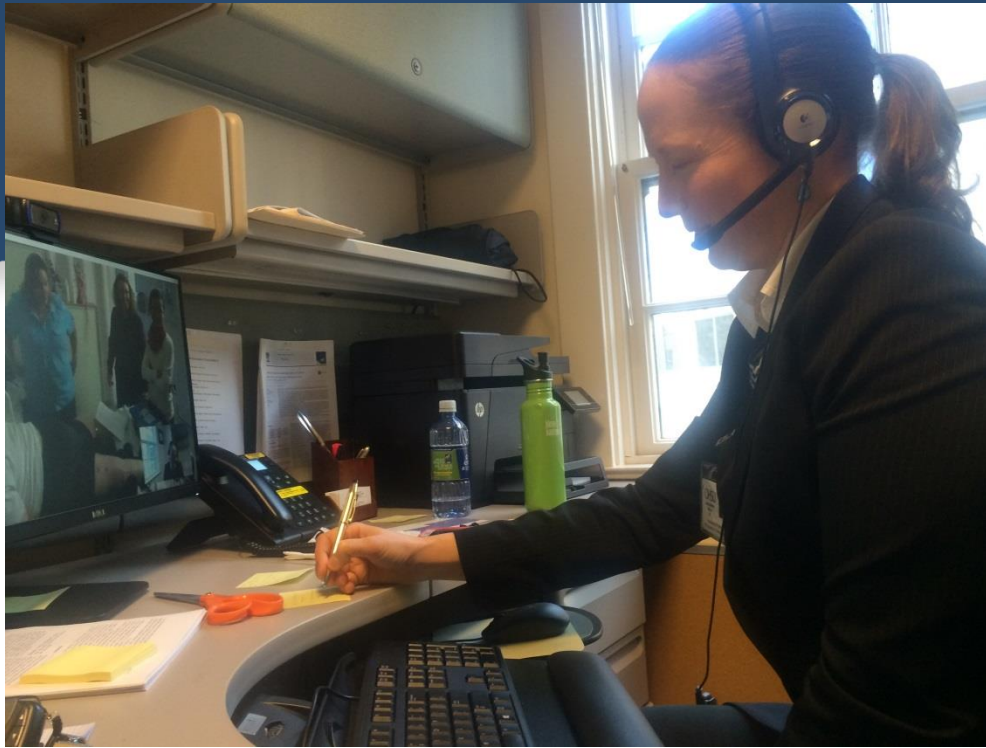
"The connection was great and with the special camera, Dr. Munch was able to see all 4 wound sites with one oozing. Dr. Munch was able to save John's mom a follow up trip back next week. Mom was so relieved to not have to go to the in-person visit and loved the technology."

Our Partners Perspective

- Increased clinical sophistication for Post Acute Nurses via Brown Bag Telemedicine Trainings– utilizing OHSU staff as content experts

- Increased trust due to transparency with OHSU (better match up front)

- Commitment to accept increased acuity from OHSU

- Purchase of additional Telemedicine equipment for Post Acute Centers beyond pilot

Nursing Considerations

- Broadening clinical enhancement skills for RN & MD

- RN Licensure

- Enhances patient satisfaction by involving the patient in their own care…the bigger picture

- Technology is a tool or resource; it does not replace the face to face with patient

- Promotes nursing rapport

Future Efforts

- Use of telemedicine for routine post op follow-up appointments

- Use of telemedicine for ED consults to decrease avoidable readmissions

- Use of telemedicine for urgent care visits & ambulatory visits

- Home visits & In-Home Monitoring

- Leverage Home Health/Hospice efforts

- Joint strategic planning with partners