

**KENNEBEC REGION HEALTH ALLIANCE
CLINICAL INTEGRATION**

CARE TRANSITIONS

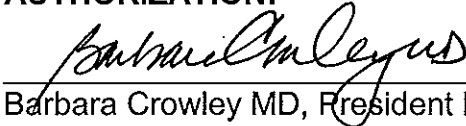
TOPIC: POST HOSPITALIZATION DISCHARGE FOLLOW UP


IMPLEMENTATION DATE: 1/21/2015

REVIEW DATE:

REVISED DATE: 2/19/2016

AUTHORIZATION:


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- I. **PURPOSE:** The purpose of this policy is to assure reliable systems are in place for timely, two-way communications about patients that are being discharged from the hospital in order to schedule follow up appointments with their appropriate outpatient provider.
- II. **GOAL/EXPECTED OUTCOME:** Patients being discharged from MaineGeneral Medical Center (MGMC) with certain high risk conditions will have a follow up appointment after discharge that is coordinated with the patient/family and the primary care practice in an effort to reduce readmissions and coordinate care across healthcare settings.
- III. **PROCEDURE:**
- A. **For patients that have an identified Primary Care Provider**
1. MGMC inpatient nursing, care management and/or hospitalist staff will attempt to call the identified primary care practice to schedule an appointment within the timeframe specified by the discharging provider.
 2. The primary care practice will provide an appointment to the caller that is within the timeframe specified by the hospital discharging provider.
- B. **For patients that do not have an identified Primary Care Provider**
1. Primary Care practices of KRHA will accommodate new patients for post discharge visits in accordance to policy MS-03 Medical Staff On Call Responsibilities. The appointment will be in the timeframe specified by the discharging provider.
- C. KRHA primary care practices will provide the hospital with a list of phone numbers for direct access to care management staff and/or providers.
- D. MGMC will provide the primary care practices a list of phone numbers for direct access to hospitalist, care managers, and nursing staff.
- E. MGMC will provide the discharge summary including reconciled medication list to the primary care practice prior to the follow up appointment.
- F. MGMC will provide a daily census to KRHA practices via email.
- G. KRHA will inform Primary Care practices which high risk patient populations will be the focus of this policy.
- H. Each primary care practice will be responsible for monitoring how timely the identified high risk patients arrive for follow up appointments after discharge and report to KRHA on a quarterly basis.

- I. KRHA will provide the primary care practice ongoing feedback on their performance based on local and national benchmarks and will provide support to practices to improve workflow and performance.
 - J. MGMC will communicate the 30 day readmission rate to KRHA
- IV. Original signed KRHA Policies are maintained in the KRHA administrative office and copies made available to members.
- V. POLICY APPLIES TO: All Members and Contracted Staff of KRHA.