

CASE STUDY

INCREASING PATIENT ROUNDING REDUCES RE-HOSPITALIZATIONS

In November, 2015 a Maryland nursing home's Director of Nursing held a mandatory meeting with members of her clinical care staff, attending physicians and Medical Director. The purpose of the meeting was to review ways to reduce their re-hospitalization rate which had been fluctuating between 25% to 30.6% month over month. The nursing home is situated near Washington, D.C. and is a popular community for a younger population with higher acuity care needs. The community can accommodate up to 160 residents at any time, also serving long term care, skilled, and post-acute care residents. The clinical care team is led by an experienced Director of Nursing and Medical Director and is accustomed to receiving a CMS 5-Star rating for their Quality Measures (QM) component. They routinely review and develop better ways to improve their community's clinical care and thus their resident's health. During this November meeting, it was recommended the community would increase clinical care rounding to various segments of their population with the hopeful outcome being a reduction in their re-hospitalization rate. At the initial reluctance of some of the attending physicians, the community medical director convinced them to add a Five Star Physicians nurse practitioner who could see patients in between their visits. He convinced them to try this new improved care delivery model, primarily on the acute care patients, for a 90-day period. The program was initiated in December, 2015. When the program was initiated, re-hospitalization was at 30.6%.

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At a follow up meeting with the Director of Nursing, her staff, the Medical Director and Attending Physicians in March, 2016, the Director of Nursing presented her findings to the team. By adding a Five Star Physicians nurse practitioner, re-hospitalizations had dropped to 18.2%. She suggested this was the lowest it

has ever been. Accepting the results came with skepticism from the physicians initially. Questions were presented and discussions ensued surrounding exactly why the reduction by almost half occurred. Some physicians were defensive with these results. They presented they do a very effective job with their clinical care rounding. The entire team agreed, but they suggested a visit by a nurse practitioner between their regular visits simply improved patient health outcomes. This community was eager to take this fresh data and share it with their regional hospitals they serve.

Interestingly, in the weeks that followed this meeting, those same physicians have requested a Five Star Physicians nurse practitioner to serve them and their patients at their other long term care communities.



Five Star Physicians is a physician practice specializing in post-acute, long-term, assisted living and CCRC communities throughout Maryland, Delaware and Northern Virginia.

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