Care Transitions Quality Improvement Webinar

Facilitation Guide for Flex Programs

The RQITA team has received requests for education on care transitions quality improvement. We have recorded a webinar for improving care transitions processes in hospitals. In the webinar we include strategies that can help hospitals see a reduction in readmissions and improvements in HCAHPS scores for care transitions. This includes utilizing admission assessments to identify discharge needs and health related social needs.

Access the webinar and slides here

Event Audience

Hospital discharge planners, hospital care transition teams, hospital quality staff

Event Objectives

- ✓ Utilize the admission assessment and daily conversations to:
  - Identify discharge needs (i.e., lives alone, no family available, questionable ability to return home safely)
  - Ascertain patient/family preferences regarding discharge plan
- ✓ Standardize the discharge process to level of care at discharge (i.e., facility, home with services or home with follow-up)

MBQIP Connections

- ✓ HCAHPS
- ✓ Hybrid Hospital-Wide Readmissions
- ✓ Care Coordination

Event Call to Action for Hospitals

- ✓ Can you identify gaps in your current processes for transitions of care?
- ✓ What is one thing you can do today to improve transitions of care for patients?
- ✓ Who can you share this with in your facility to smooth transitions of care/discharges for patients and families?

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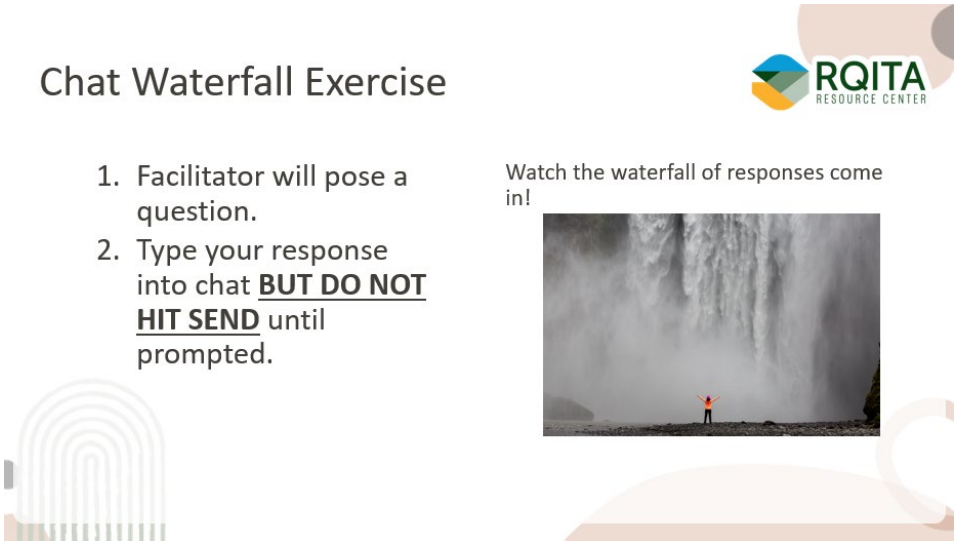
How State Flex Programs Can Use This Webinar

- Host an event and play the recording for hospitals. After the 32 minute recording concludes, allow hospitals to ask questions to one another about their care transitions processes.
- Is there a hospital in your state with a successful discharge and care transitions process? Ask them to present during your event to share their process and lessons learned.
- Part of a successful discharge process includes identifying discharge needs at admission (i.e. housing needs, transportation needs, safety at home, etc.). Are there hospitals who have integrated screening for social drivers of health into their hospital admission/discharge process? Encourage them to discuss how it has impacted their discharge processes.
- Encourage each hospital to share one way they struggle in the care transitions process. Other hospitals may have identified strategies to overcome similar challenges.
- Encourage hospitals to share one thing they believe their hospital does well regarding care transitions or their discharge process.
- Does your state have hospitals who excel in discharge planning while others still struggle? Consider using the event as an opportunity for hospitals to engage in mentorship opportunities with one another.
- Utilize the chat waterfall technique! This helps encourage ALL participants to be active in chat and gives Flex coordinators a wealth of information about hospital activities. You can also use the chat waterfall responses to encourage participants to come off mute and share more.



Use the suggestions below to encourage event participants to share during live events. Modify the statements below when using the waterfall chat technique.

WINS – ideas to help event participants share their successes

- Share a Highlight (about a tool/event/resource/activity/improvement project)…
- A Lightbulb went off when…

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- Learned something new
- Feeling more comfortable with topics/ tasks/ responsibilities
- Learned to save time / Learned to be more organized when…
- Heard about a new intervention / model/ process
- Took a baby step in the right direction when…
- Achieved an accomplishment / Received a compliment
- Learned a new skill, here is what I learned…

OPPORTUNITIES – ideas to help event participants share their challenges

- Feeling uncertain about…
- Need more resources for…
- The hardest task is…
- Need more updates on specific interventions / models / processes
- Need to learn how to address…
- Most challenging concepts are…
- Need continued training for…
- Taking too much time on certain tasks
- Need to be more organized with…
- Took a baby step backwards when…
- Not sure who / how to ask for help

Did you use this webinar with hospitals in your state? Let the RQITA team know how the event went! Connect with us at **rqita@telligen.com**

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