

# Reducing Readmissions & Increasing PCP Visits After Discharge

Improving Discharge Planning & Quality of Clinical Care

An Analysis by GreatCare

## The Basics

- Overall & monthly under 30-day readmission rate (30RR): 11.27%
- Overall & monthly under 7-day PCP visit after discharge (7PCPR): 30%
- Considerations taken for calculations

## Further Segmentation

- 30RR by attending provider & hospital
- 7PCPR by individual PCP & group PCP
- Common diagnoses & healthcare plans
- Considerations taken for calculations

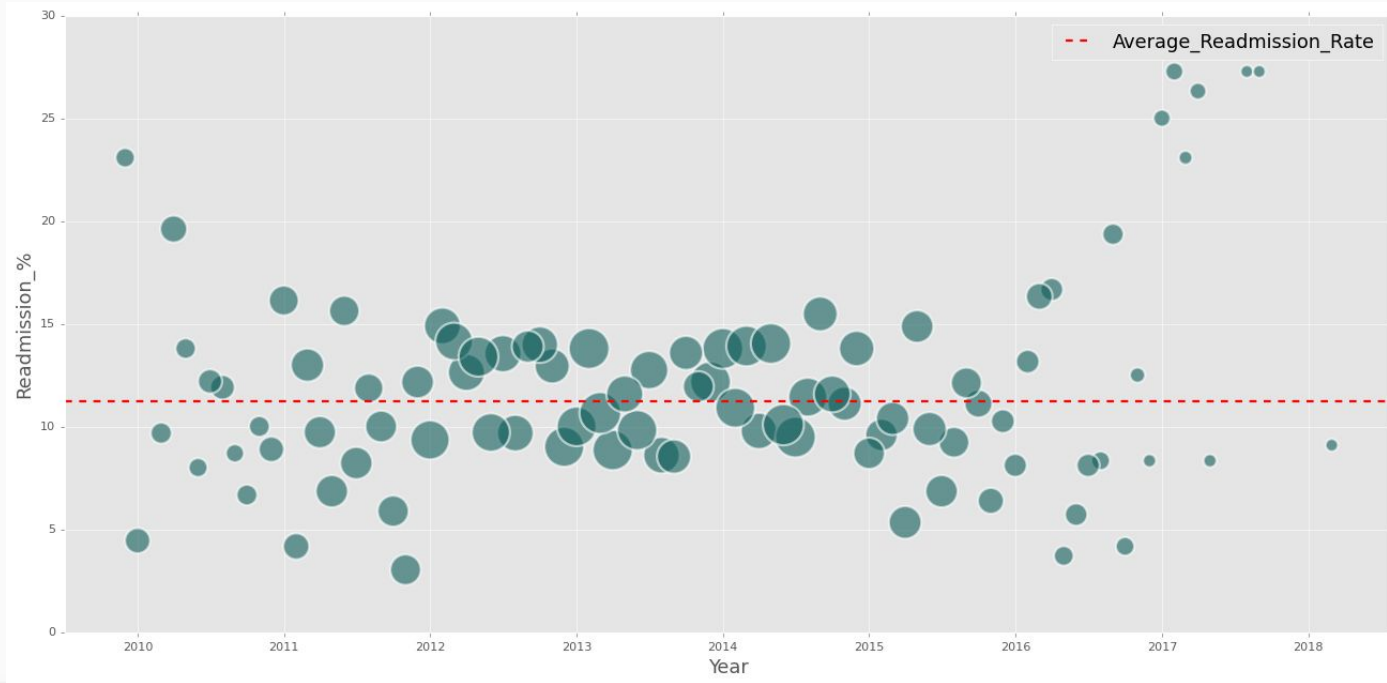
## Deliverable/Intervention List

- How to support Transition Care Managers
- What data to explore further to aid in developing the most effective interventions.

## The Basics

OVERALL READMISSIONS RATE UNDER 30 DAYS: **11.27%**

30RR (%) Over Time

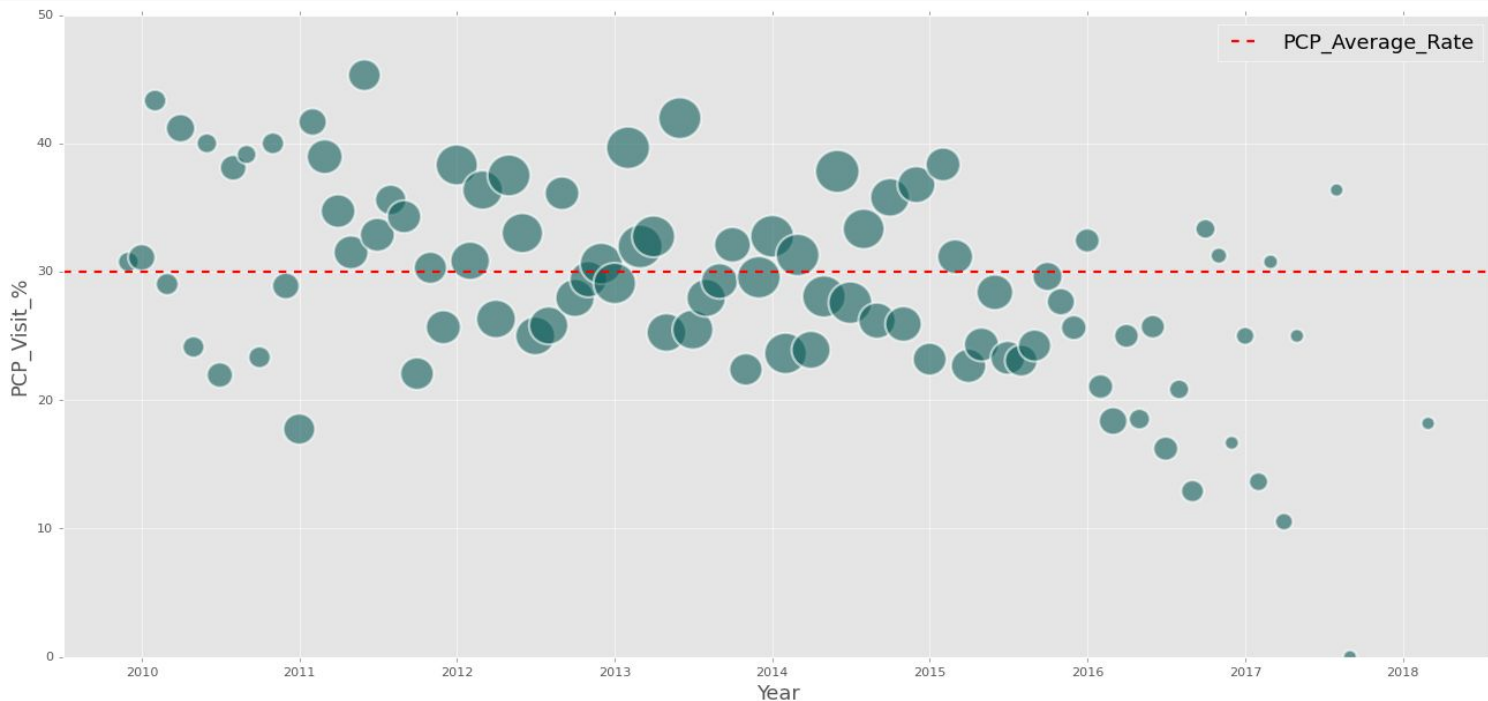


- Bubble size represents number of total hospital admissions per month
- Only looked at months with more than 10 hospital admissions

## The Basics

OVERALL RATE OF PCP VISITS WITHIN 7 DAYS OF DISCHARGE: **30.0%**

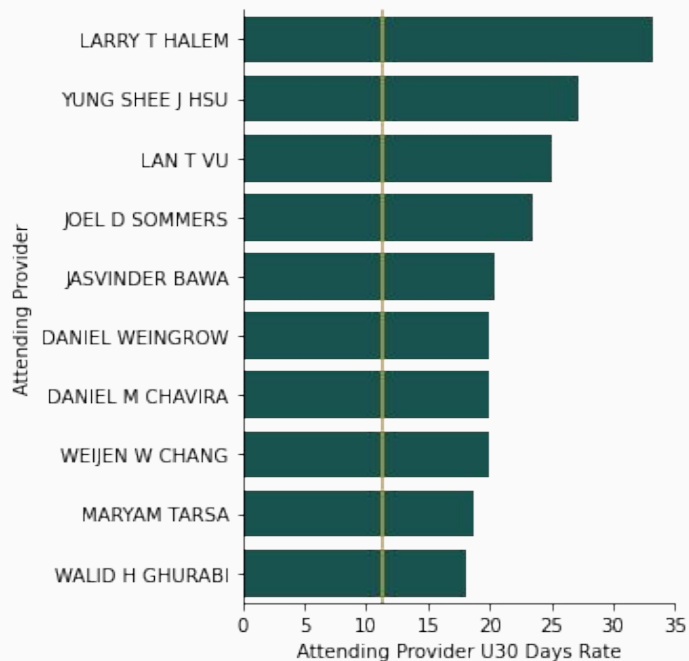
7PCPR (%) Over Time



- Bubble size represents number of total hospital admissions per month
- Only looked at months with more than 10 hospital admissions

## Further Segmentation

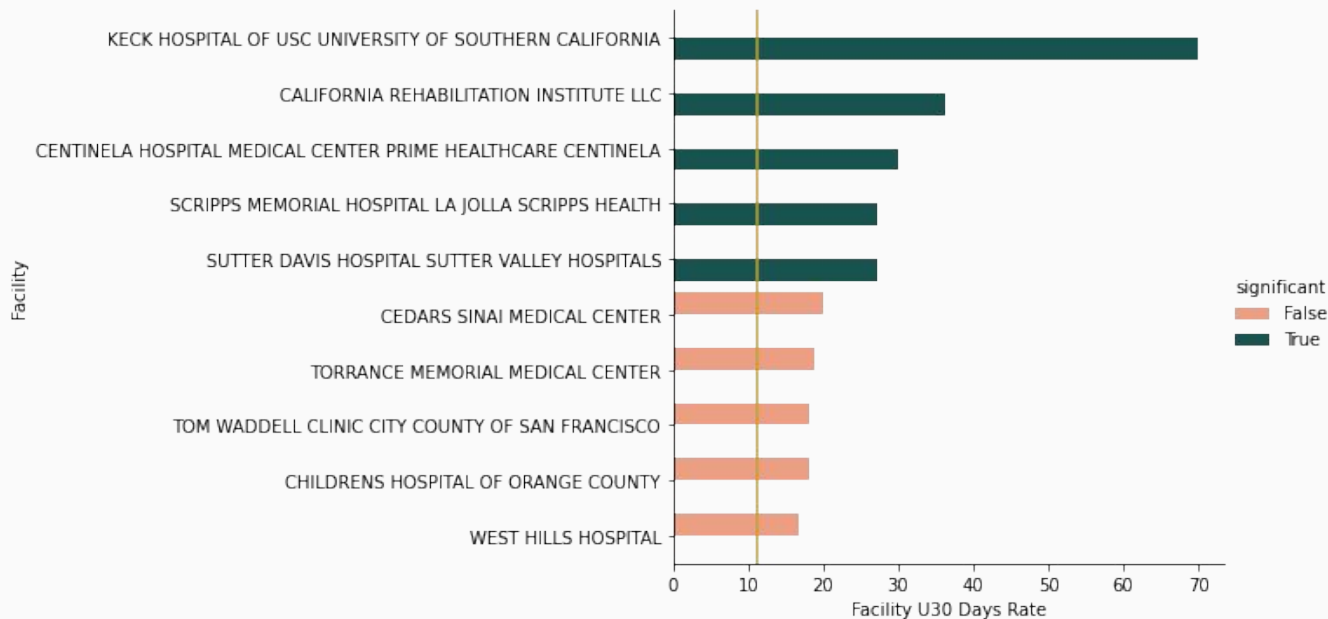
### 30RR (%) BY ATTENDING PROVIDERS



- List of 10 attending providers most above the average 30-day readmission rate
- All 10 are statistically significant
- Only attending providers with at least 10 patient encounters are included

## Further Segmentation

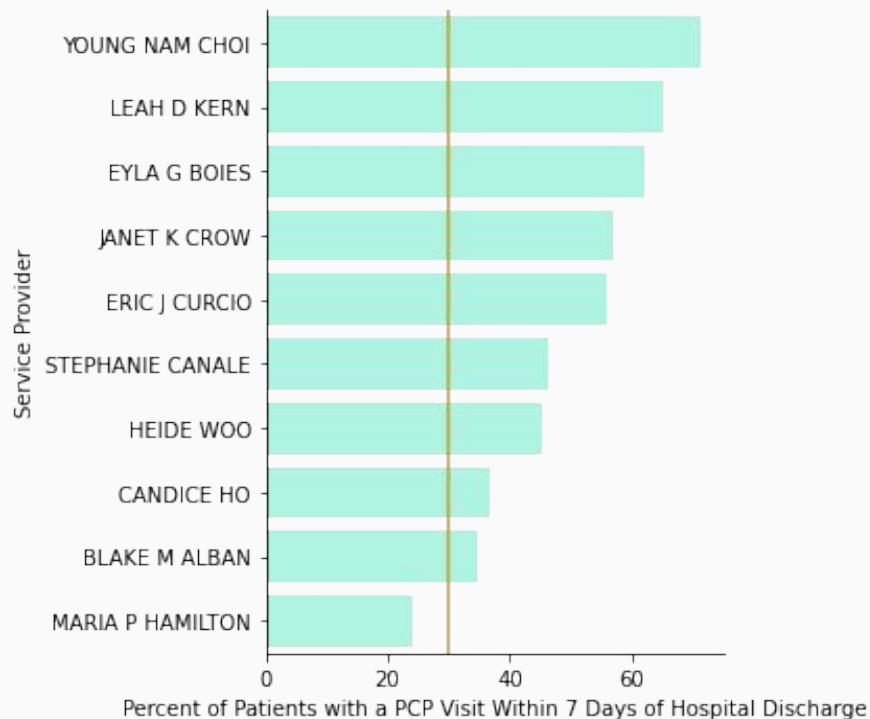
### 30RR (%) BY HOSPITAL



- List of 10 hospitals furthest above the average 30-day readmission rate
- The highest 5 are statistically significant
- Only hospitals with at least 10 patient admissions are included

## Further Segmentation

### 7PCPR (%) BY INDIVIDUAL PCP

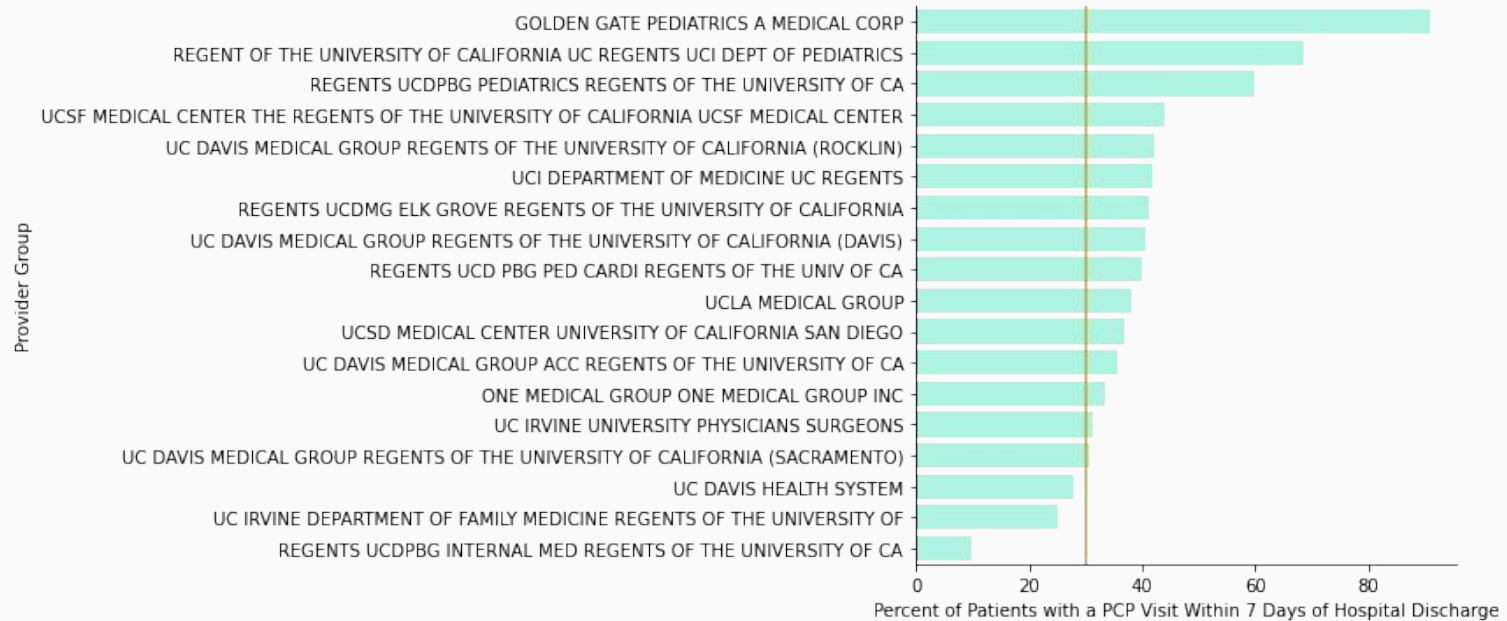


- Top 10 service providers based on volume of patients' hospital admissions
- Most service providers perform above the overall average 7PCPR, except for Maria P. Hamilton



## Further Segmentation

### 7PCPR (%) BY GROUP PCP



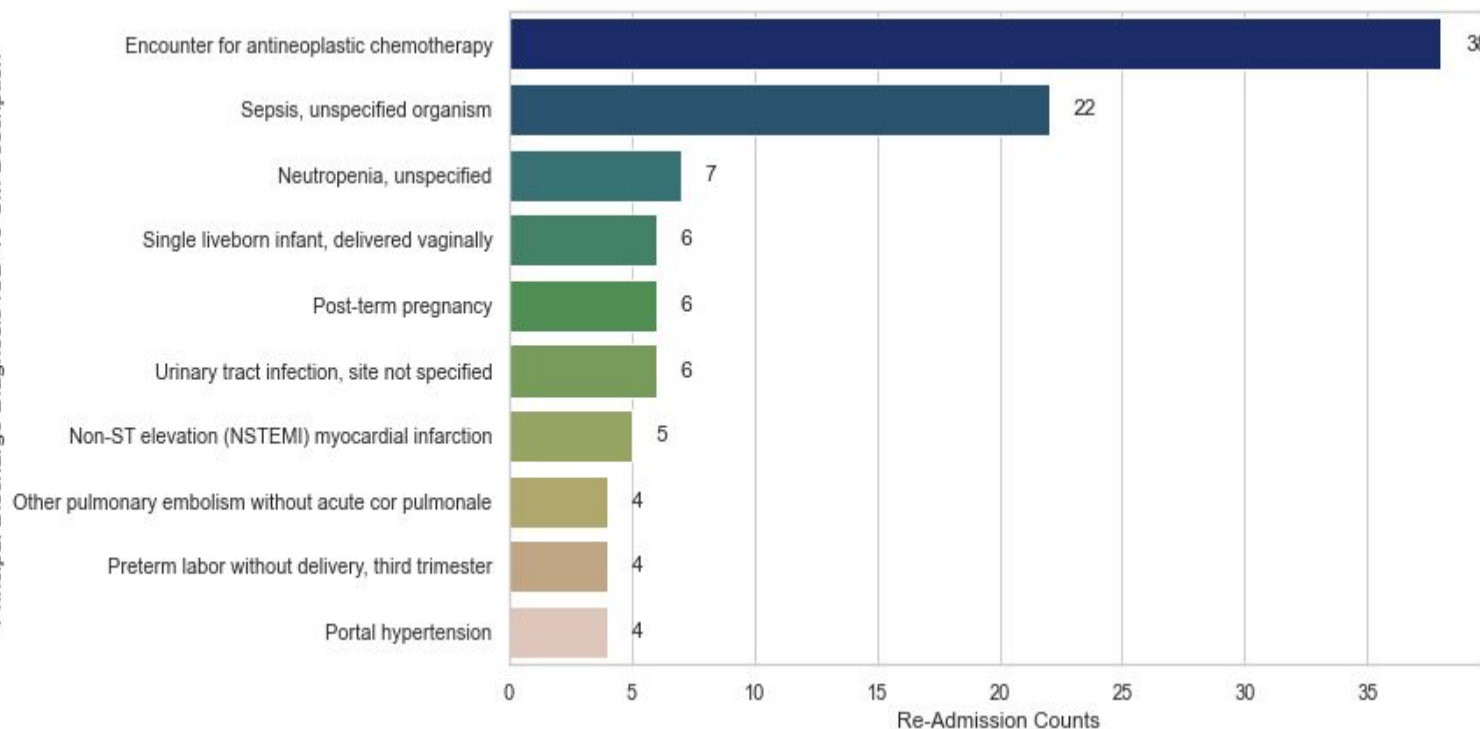
- To focus on most visited PCP groups, only included those with 10 or more patients admitted to the hospital
- Regents UCDPBG Internal Med Regents of the University of California (NPI: 1972596989) seems to need the most attention



## Further Segmentation

### 30RR (%) BY ICD-10 CODES

Principal Discharge Diagnosis ICD-10-CM Description



- ICD-10 codes utilized in healthcare after OCT 2015, so this represents 72% of the readmission data within 30 days.
- Neutropenia, sepsis, and chemotherapy can all be related

## Further Segmentation

### HEALTH CARE PLAN DETAILS

Plan	Average Age	Member Count	% GC Members	% GC Hosp Events	% 30RR
Bronze	34.1	254	.4%	.4%	.4%
Silver	36.2	25,568	41.6%	40.32%	39.1%
Gold	36.4	29,470	47.9%	50.76%	53.8%
MA	36.2	6,069	9.8%	8.24%	6.1%
Medicaid	34.2	158	.25%	.27%	.4%

- Gold and Silver hold the majority of GreatCare members
- Age average didn't vary much by plan
- Percentages start to climb for Gold patients when looking at 30RR

## Further Segmentation

### HEALTH CARE PLAN DETAILS: DIAGNOSES & COMORBIDITIES

Plan	Ischemic Heart Disease	Anemia	Kidney Disease	Hypertension	Diabetes
Silver	3.41%	5.69%	7.77%	2.39%	2.9%
Gold	8.46%	11.11%	15.53%	4.87%	4.91%

- % = Count of Diagnosis Code in 30RR \ Total Number of GC Members with Diagnosis
- Five diagnoses among patients falling into 30RR that disproportionately favor the Gold Plan

**To support the Transitional Care Managers, potential interventions include:**

- Placing more of them at the top 10 hospitals above the average 30RR, especially those that are statistically significant.
- Paying attention to the actions of the attending providers with the most patients falling into 30RR, implementing more training to correct shortcomings/oversights/mistakes.
- Improving communication between individual and group PCPs that are lagging below the average 7PCPR and these TCMs.
- Providing extra, more specialized care for patients with diagnoses occurring the most among unavoidable readmissions. Implementing preventive measures to ward off conditions resulting from initial diagnoses.

**To develop the most effective interventions, data suggests exploring further:**

- More recently, hospital readmission rates seem to be increasing, while early PCP visits seem to be decreasing. Why is this?
- Many individual providers seem to be performing above average. What can we learn from their practices?
- The patients with the Gold plan trend higher towards specific diagnoses. What can we focus on to tailor it to address these and create a more comprehensive plan?

## References

U.S. Centers for Medicare & Medicaid Services (2021). National Plan and Provider Enumeration System (NPPES). NPI (National Provider Identifier) Registry <retrieved from <https://npiregistry.cms.hhs.gov/registry/help-api>>

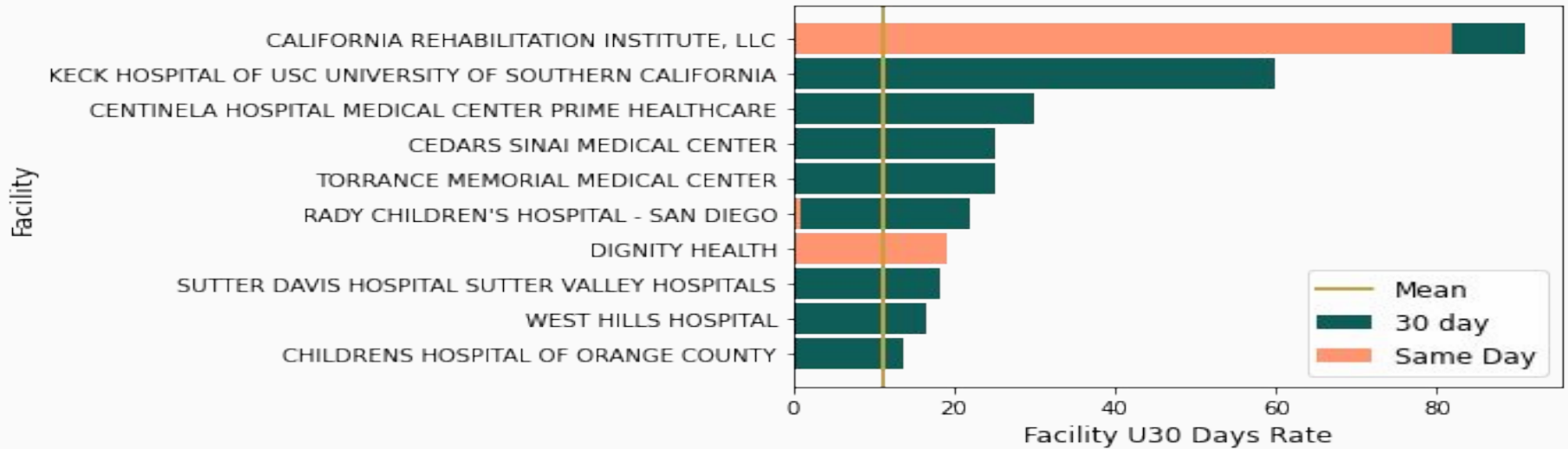
Ursa Health (2021). Great Care Members CSV data.

Ursa Health (2021). Hospital Inpatient CSV data.

Ursa Health (2021). Primary Care CSV data.

## Further Segmentation

### 30RR (%) BY HOSPITAL

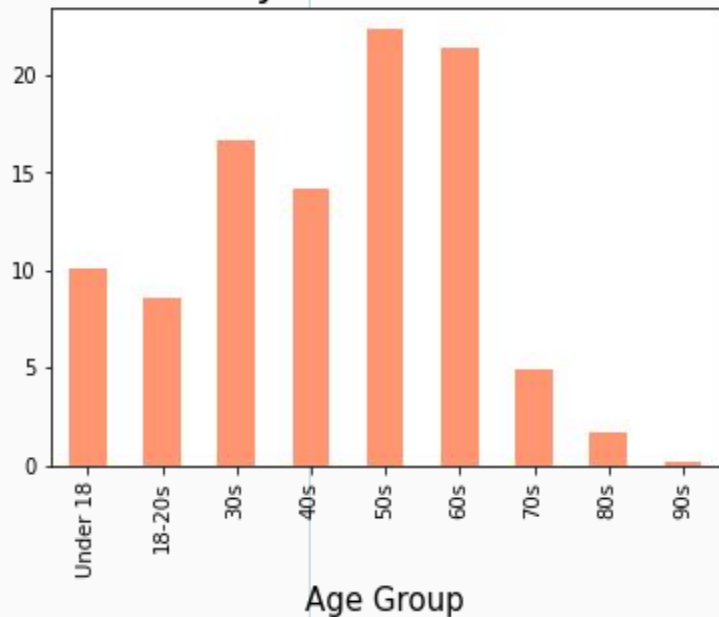


- List of 10 hospitals furthest above the average 30-day readmission rate
- Only hospitals with at least 10 patient admissions are included
- California Rehabilitation Institute: 11 Readmissions / 10 were same-day / 7/10 by 3 attendants / 9/10 nervous system
- Dignity Health: 4 Readmissions / 3/4 circulatory system

## Further Segmentation

### PATIENTS WITH NO ASSIGNED PCP OR NO RECENT VISIT

Percent 30 Day Readmissions With a PCP



Percent 30 Day Readmissions Without a PCP

