

Readmission Quality Collaborative

Montefiore Medical Center

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Reduction in Readmissions at Montefiore Medical Center

□ Goal

- To reduce the number of readmissions to the inpatient setting

□ Achieving that Goal

- Integration of the family into the treatment plan
- Insurance clearance/medication authorization
- Coordination of care with pharmacy and outpatient clinic

Family Integration into the Treatment Plan: The Family Meeting

- ▣ Family Meeting Goals:
 - ▣ Obtaining valuable collateral information including patient's past experiences with treatment outside of the hospital setting
 - ▣ Psychoeducation and engaging the family in the aftercare plan proactively
 - ▣ Addressing issues such as medication compliance in outpatient setting and what may be hindering compliance
 - ▣ Discussing with family possibility of assisting with medication administration and procurement of medications upon discharge

The Family Meeting, Continued

- ▣ Family Meeting Goals Continued:
 - ▣ Seeing if a family member can be a “point person” to check in with individual regarding medications and compliance, helping individual to make scheduled appointments as well as keep depot injection appointments (with patient’s permission)
 - ▣ Discussion of patient triggers, identification of triggers in home setting
 - ▣ If relevant, development of a safety plan/proactive identification of signs of decompensation (including but not limited to: calling therapist/psychiatrist if showing signs of decompensation, reaching out to intensive case managers prior to need for hospitalization)

Medication: Verification of insurance and Integration of Pharmacy

- Verification of Insurance
 - The team attempts to verify if a medication is covered under an insurance plan prior to administration of medication
 - Secretary initially attempts to verify formulary. MD/therapist contacts insurance if secretary not able to find formulary.
 - Especially important for long acting injectable medications that are not always covered under insurance plans
 - If needed, obtaining authorization for medication

Integrated Care: Pharmacy and the Outpatient Provider

- ❑ Coordination with Outpatient Clinic
 - ❑ Continuity of care with outpatient providers
 - ❑ Ensuring if patient was placed on a long acting injectable that outpatient clinic can provide service and has injectable medication clinic
 - ❑ Ensuring that medication prescribed is accepted at that clinic (especially difficult regarding Risperdal Consta)
 - ❑ Attempting to coordinate with patient's pharmacy to deliver medication to clinic

Summary

- ❑ Initiatives chosen were clozapine and injectable long acting medications.
- ❑ Improving the system that allows the treatments to be effective including enlisting family and supports in the community, integration with outpatient provider and pharmacy.