Improving Post Discharge Ambulatory Care Admission Rates Through The Use of The Warm Hand Off

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The Problem

37 % of patients discharged from Coney Island Hospital's inpatient service and referred to our own ambulatory service were admitted for services.

Root Causes

- No one was monitoring the admission rates
- Although rates of attendance for the initial appointment were generally 100 percent, the mechanism for achieving this – day of discharge intake appointments – was in many instances not customer friendly.
- Centralized intake delayed the initiation of treatment.
- No standard training of staff on engagement skills.

The Solution

- De-centralize intake (your intake clinician is your therapist)
- Train staff in engagement.
- Start engagement on the inpatient unit by having the outpatient clinician meet the patient on the inpatient unit prior to discharge.
- Monitor admission rates.

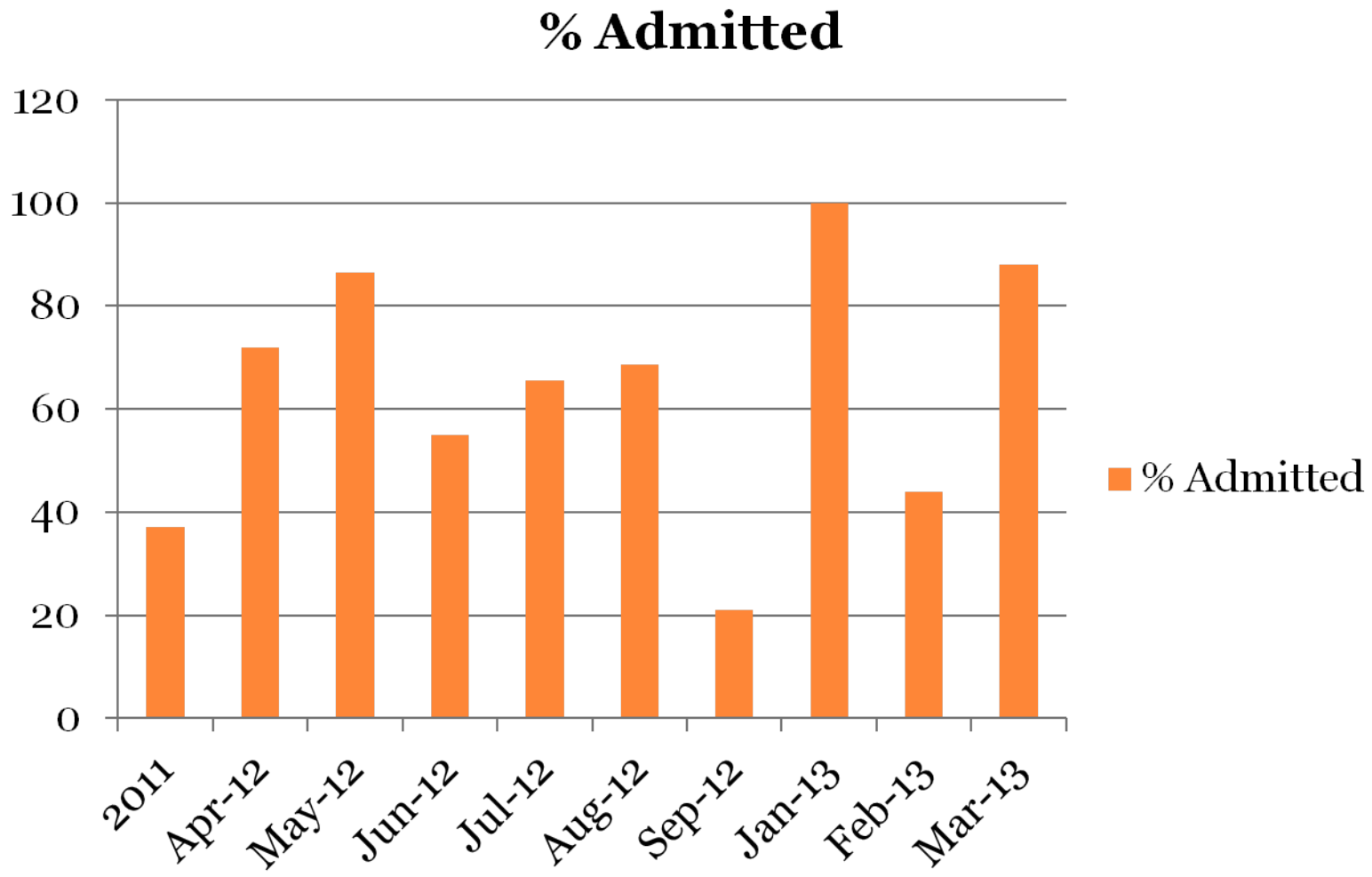
The Pre-Discharge Meeting

- Express interest and some enthusiasm about working with the client.
- Find out what they would like to get for themselves in their lives.
- See if there is some way to connect what the client wants with outpatient treatment.
- Identify any barriers to attending outpatient treatment and problem solve with the client and/or the inpatient treatment team.

Solution Focused Consultation Protocol

- What would **you** want to get from treatment?
- What would be the first sign that you were starting to get it?
- When was the last time you had just a little bit of that happening in your life?
- What do you think you did that helped to make that happen?

The Outcome


% Admitted
120
100
80
60
40
20
0
2011
Apr-12
May-12
Jun-12
Jul-12
Aug-12
Sep-12
Jan-13
Feb-13
Mar-13
% Admitted

The Breakdown

- 138 patients received the intervention
- 87 (63%) were admitted for services, a 26 % post-intervention increase in the admission rate.
- Of those who were not admitted:
  - 13 (9.4%) refused the intake appointment
  - 12 (8.7%) refused treatment after the intake
  - 12 (8.7%) requested another provider
  - 2 (1.4%) required a higher level of care
  - 12 (8.7%) were re-admitted

Pre/Post Inpatient Group Therapy Initiative

Status	Pre	Post
Admitted to Ambulatory Care	60.6 %	71.4%
Inpatient Readmission	8.7%	4.8%
Refused Treatment	8.7%	9.5%
Refused Intake	9.4%	9.5%
Other Provider	8.7%	4.8%

Thank You