Safe Transitions: Core 4 Elements Reduce Readmissions in Pediatrics

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A Core 4 Story

• Page from PCP

• Patient in office for follow-up appointment

• Medications brought to appointment, antibiotic not listed on discharge summary or reconciled EMR medication list
What makes a safe transition to home?

- Education
- Medications
- Clinically appropriate follow-up
- Relevant hand-off

Identifying what matters most

N=152,370 Health System Discharges (Jan-Dec 2015)

- Admit Med Reconciliation
- DC Med Reconciliation
- F/U Appointment Scheduled
- DC Summary within 24H
Project Aim

The rate of patients discharged from our pediatric hospital with all Core 4 processes of care completed will increase from 30% to 50% by December 1, 2016.
Test of Change #1: Non-system PCP/medical home

Best Practice: Parent call to schedule follow up appointment

Practice Change:
1. Any Team Member asks parent to schedule
2. Visual Reminder “BOX” on white board

Process: Focus on Non-System Medical Home
Test of Change #2: Weekends: Stop The Line for All Patients

Best Practice: Parent calls to schedule f/u appointment for in-system and non-system PCP/medical home

Practice Change

• Require a f/u appt be scheduled prior to every discharge
• Physician: use “box”
• Nursing: call primary service at discharge

Process - F/U appointment scheduled prior to discharge

![Graph showing process of F/U appointment scheduled prior to discharge]
Core 4 Compliance and Readmissions Rate
Pediatric Institute 2015 vs. 2016

Core 4 Pediatric Hospital Medicine - 2016
Sustainability – Follow-up Appointment and Readmission

Follow up Appointment, Care Partner, Discharge Summary

Readmission

Follow up Appointment, Care Partner, Discharge Summary
Best Practices

• Completion of Core 4 elements is associated with reduced readmissions
• Asking parents to make a follow-up appointment prior to discharge is reliable and feasible
• Resident awareness of the Core 4 elements brings success for all services
• An engaged multi-disciplinary performance improvement team develops sustainable reliable safe transition of care

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