

Care Delivery Management

Transitions of care



GHP employs registered nurse case managers who work with acute care facilities to ensure that members are provided with a PCP follow-up visit before they leave the hospital.

All patients in Geisinger's medical home program and other members that are high risk (i.e., COPD, HF, ESRD, NICU babies, etc.) are followed for at least 30 days post transition to assure coordinated and safe transitions of care.

Patients are called within 24-48 hours and the case manager completes a post discharge assessment.

The focus is on medication reconciliation, home needs, safety, follow up with PCP and patient-specific action plans that allow patients to know when and who to call for emergencies.

We also employ a four-week tele-monitoring program utilizing Interactive Voice Response (IVR). IVR is an automated phone system that has a defined yes/no question set with branching logic. A "no" response triggers an alert for an outbound case manager call.

The combination of early interventions with case management, strong focus on medication reconciliation, and IVR, has combined to deliver a significant impact on readmissions. Geisinger has published several articles that highlight the impact of PHN on 30 day readmissions. This impact can be seen within three months of implementing the strategy and have been reported to reduce readmissions by almost 30%.

The impact of GHP's IVR program in combination with the case management intervention also demonstrated reduced readmissions by greater than 40%.

GHP has also worked closely with the Geisinger Health System (GHS) to implement an advanced medical management model in Skilled Nursing Facilities (SNF's) – another area that demonstrates high readmission rates.

This model places an advanced level practitioner, nurse practitioner or physician assistant, in targeted skilled nursing facilities to optimize the clinical monitoring and assessment of the vulnerable population.

Our analysis has shown that the typical model of SNF coverage would often rely on a busy PCP for coverage of the facility. When a patient became clinically unstable, patients are often sent to the local ED for care and treatment. GHS's SNF model supports acute treatment directly in the SNF facility which often avoids the need for patient transport to the local ED.

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Several GHP contracted SNFs currently use this model and have shown very promising results with readmissions and ED reduction.

Geisinger Health Plan, Geisinger Indemnity Insurance Company and Geisinger Quality Options, Inc. are collectively referred to as "GHP" in this summary.

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Publication history: