

# Preventing Hospital Readmissions

“A daughter’s story”

Presentation by  
Kelly Benson, RN  
Director of Community Care Management  
November 3, 2017

# Meet my Dad



**Worked in Maintenance his whole career**

**Avid Outdoorsman**

**Companion: Apple Head Chihuahua**

**Widowed 6 years ago**

# Temporarily Uninsured

**In 2015 his company cut costs which cost him his job. He knew he would receive Medicare benefits at age 65 and he had 6 months to go.....He had a plan**

**He went to his PCP; got a check-up and 6 months worth of refills.  
He was all set right!**

**He started having chest tightness and shoulder pain but delayed care because of cost concerns.**

**Then it happened....First Heart Cath then CABGx3**



# Engage Family Support

## What a Valuable Resource

Caregivers are the front line of defense in preventing readmissions. If you have them use them!!!!

### What I learned about Caregivers: (including my own)

- Are willing to help but are scared of doing it wrong
- Many will prepare for discharge but don't know what is needed
- Be patient, they are often times juggling tasks (job, family, etc)
- They may have to assign shifts



# Why you cant wait to educate on the day of discharge!!

## My thoughts during the drive home:

- I hope we don't wreck
- Oxygen instructions
- Dressing materials
- New prescriptions
- Clean the Shower
- Wash the linens
- Buy Groceries (for both households)
- Dog has to have a bath
- His hands are really swollen



# Medication Reconciliation

IT'S WHAT KEEPS ME UP AT NIGHT

**Dad:** I already have some heart medications, they cost me \$200.00 I'll just take those.

**Me:** They do not work the same way

**Dad:** Well you said they were for my heart and BP

Metoprolol 25mg ½ tab by mouth  
twice daily

Tablets were sent home whole.

He had 30 lbs. of fluid on board.



# Who to call for help??

## **First day at home: 9 AM I hear wheezing**

- First thought... Well that's new
- Second thought... Heart Failure?

1 PM ----- Called Surgeon's office... I'll give him a message

4 PM-----Called Surgeon's office... I gave him the message but he is busy

6 pm ----- I called the on-call MD through the answering service

# New Daily Routine

## Engaging him in self-management behaviors using a Personal Health Record

- Weight
- Blood Pressure
- Heart rate
- Blood Sugar
- I & O

After 1 week he got it!!





# Home Health

## **I knew we needed help!**

### Step 1: Set Expectations (For both parties)

- PT developed a home exercise program
- Nurse monitored fluid overload

### Step 2: Communicate, Communicate, Communicate

- Staff called me from his home to provide updates
- We used a calendar to record progress for them

# Noncompliance vs Non-adherence

## **Noncompliance**

**Deliberate or intentional refusal by a patient**

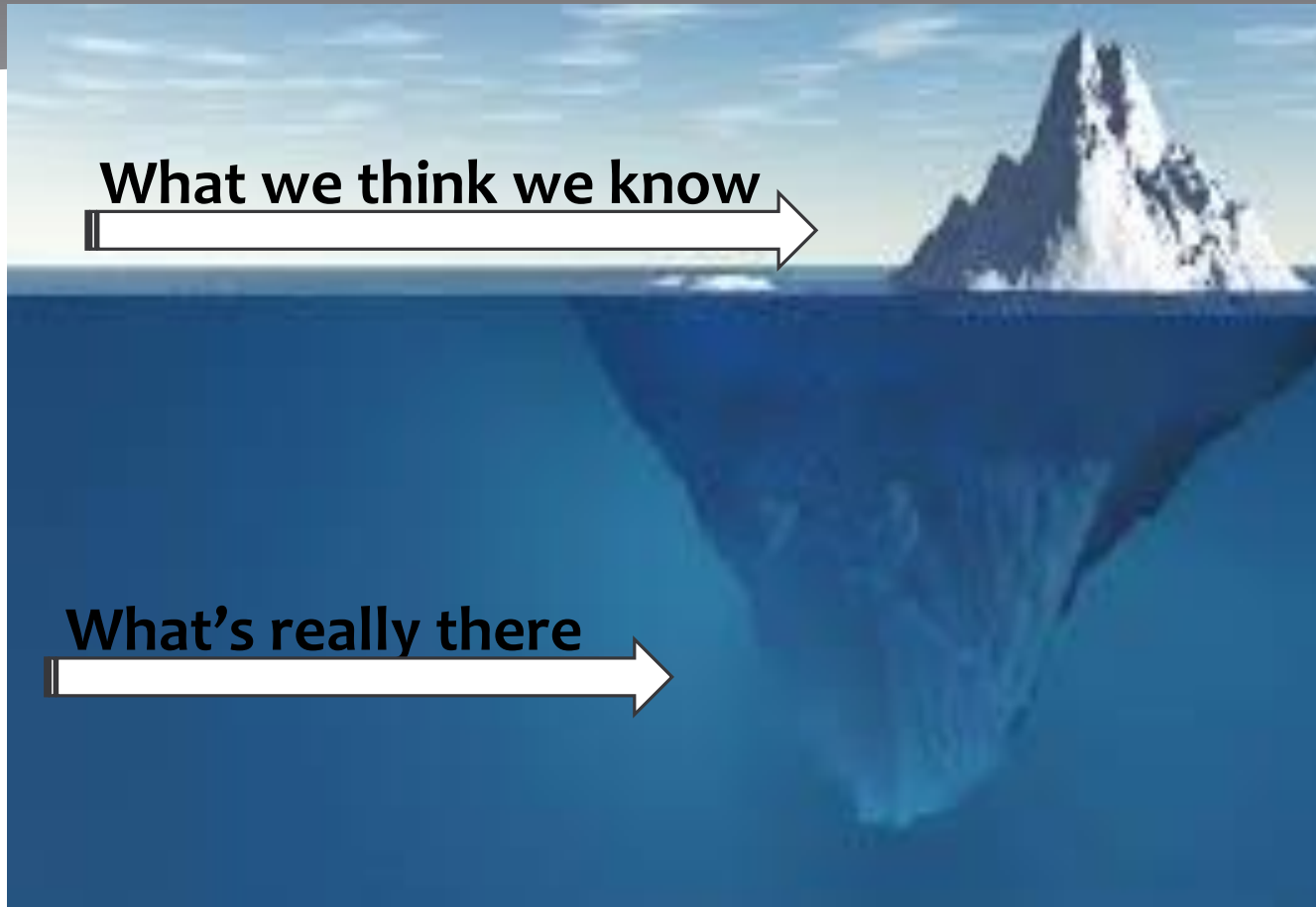
(Having the resources and knowledge to act but chose not to)

## **Non-adherence**

**Unintentional refusal by the patient**

(Not having the resources and/or knowledge to comply with the plan of care)

# Wrap Up....



**What we think we know**



**What's really there**



**QUESTIONS???**