



Quality Senior Placement Specialists reduces hospital 30-day readmissions 100% for three quarters.

Bonnie Merriam, RN, MSN has been a hospital Case Manager for the last 10 years and an RN for 40 years. Over many years, Bonnie realized that elderly patients who were discharged from the hospital without their physical and psychosocial needs being met would most likely return to the hospital ER and usually were readmitted within 30 days. While working as a Case Manager at one of the largest Hospitals in Orange County, she saw this happening over and over. When she retired a couple of years ago she founded her own Placement Agency, Quality Senior Placement Specialists (QSPS). Bonnie's track record and continuous goal is for her team of Specialists to be part of the solution in reducing hospital readmissions in 30 days.

Solution:

QSPS has an experienced RN assess the patient's physical and psychosocial needs by doing a thorough assessment. We take the time to talk to the patient and their family to get a better understanding of their loved ones unique needs. We assess the following:

- Medical condition
- Physical needs
- Emotional needs
- Religious and cultural needs
- Preferred social environment
- Location preference
- Budget for care and housing

We have found that taking the time to get to know our elderly patient has proven to be extremely valuable. An RN can better determine if a patient will thrive better in a Board and Care home or an Assisted Living facility. We take the time to personally evaluate many facilities. There are over 9,000 options. Some of the items we review are:

- **Is the community well-managed?**
- **Is it staffed for the type of care our elderly patient needs?**
- **What is the core philosophy behind the care?**
- **What kind of insurance does it accept?**
- **What are the living quarters like?**
- **Does it offer activities our elderly patient will enjoy?**
- **Is the environment one in which our elderly patient will feel comfortable, safe, respected, happy, and cared for?**

We help narrow down which type of facility and which facilities are the best fit for our elderly patients. We will then provide tours to the patient's family of the strategically preselected facilities so they are better able to make the best choice possible for their loved ones. After our elderly patient is placed, our team then goes back to the facilities and provides follow-up to make sure they are comfortable and are getting their needs met. This has proven to be extremely valuable in keeping patients from going back to the Emergency Department and being readmitted to the hospital.

Performance Improvement Program:

QSPS will partner with hospitals to facilitate a decrease in the readmission rate by placing the hospital patient that is referred to us in a Residential Care Facility where the care provided will meet the client's individual health care needs both physical and psychosocial within their financial capabilities.

QSPS will commit to the following process steps:

- QSPS will encourage families and the hospital to provide the RCFE's with the client's discharge instructions from the hospital and will assist that the instructions are understood by the RCFE.
- QSPS Specialists will make at least two follow up visits the first month after the client has been placed to assist that the client is receiving the care in accordance with the client's discharge instructions. Caregivers and or families understanding of the discharge instructions has been stated in all of the research documents as being one of the most important actions to reduce 30-day readmissions. The patient or caregivers understanding and administration of their medications, making sure they keep their follow-up primary care Doctor's appointment, and knowing what the aftercare expectations are, is what the QSPS followup visits entail
- QSPS will provide ongoing analysis of these process measures and will furnish the hospital with quarterly data via the QSPS web site or upon request. The transition of Care begins on day one in the hospital setting and QSPS will assist with the clients referred to them that need placement to improve the outcome for clients who are placed in RCFE's consequently partnering with hospitals to decrease the 30 day readmission rate. During the last two quarters, QSPS had a 100% of our clients that we placed from hospitals who didn't return back to the hospitals within 30 days. The next quarter we had 88% of our patients who didn't return to the hospital after discharge. One patient returned with a Urinary Tract infection and another patient had a fall and fractured her hip which wasn't her initial diagnosis.

QSPS is dedicated and committed to do whatever we can to keep patients who are entrusted to us from needing to return to the hospital within 30 days of their last admission.