



UNIVERSITY OF
PENNSYLVANIA
HEALTH SYSTEM

University of Pennsylvania Health System Reduces 30-Day Readmissions by 29% with RightCare Solutions

Case Study

The University of Pennsylvania Health System which includes The Hospital of University of Pennsylvania, Penn-Presbyterian Medical Center and Pennsylvania Hospital, located in Philadelphia, PA, is consistently ranked as one of the nation's best hospitals by *U.S. News & World Report*, and is among the most prestigious academic medical institutions in the world.

Business Needs

Pioneered by Dr. Kathryn Bowles, PhD, RN, FAAN, Scientific Co-founder & Chair of Scientific Advisory Board Van Ameringen Professor in Nursing at the University of Pennsylvania, Discharge Decision Support System (D2S2), also known as RightCare Risk Assessment™, was developed over a decade of academic research to predict which patients need post-acute care. Reducing readmissions using the software begins at admission, generating a risk score that designates not only those patients who are high-risk but also which specific post-acute care interventions are most appropriate. However, the question at hand was whether this software, deployed across three distinct acute care facilities, would be effective in lowering all-cause 30-day readmissions.

Solution

RightCare Risk Assessment was deployed at the Hospital of the University of Pennsylvania, Penn-Presbyterian Medical Center, and Pennsylvania Hospital, in the following way:

- ◆ Intake nurses screened all adult patients, assessing each one based on the factors that Dr. Bowles uncovered during her decade of research.
- ◆ High-risk patient alerts were auto-generated and sent to the Clinical Resource Coordinators (CRCs) on select intervention units
- ◆ Workflow prioritization tools communicated the risk score and summarized the key patient risk factors

The CRCs then focused on the patients who needed them the most, crafting specific and customized care plans that accounted for their heightened risk levels.

"Hospitals are accustomed to multi-year, expensive IT projects. RightCare, on the other hand, is swift and nimble in terms of the software implementation. We're excited about the potential and the opportunity to test a promising new approach rapidly."

Roy Rosin, Chief Innovation Officer,
Penn Health System

Results

The study achieved its primary endpoint, displaying a 29% decrease in all-cause 30-day readmissions across the three hospitals. Full results, including sub-group analyses, will be presented in upcoming presentations and publications.



www.RightCareSolutions.com— info@rightcaresolutions.com
110 Gibraltar Road, Horsham, PA 19401—215-646-8800