

# Collective Medical Helps Hospital Improve Readmission Rates



“ Because the ED is the point of entry for hospital admissions, readmissions, and emergency care, we needed to realize the forces behind ED traffic and use it as the center for decreasing readmissions.”

- Cynthia Miceli,  
RN, BSN, CCM, the ED  
RN Case Manager at  
Legacy Salmon Creek

## Legacy Salmon Creek

Part of the Legacy Health family of hospitals and services, Legacy Salmon Creek Medical Center serves Southwest Washington. Since 2005, the organization has offered the latest technological advances and state-of-the-art medical techniques across a full range of inpatient and outpatient offerings. Legacy Salmon Creek received an Award of Excellence in Healthcare Quality by Qualis Health in 2018 for its efforts toward reducing avoidable emergency department (ED) readmissions – efforts supported by Collective Medical.

### Challenge

Readmission rates are an important focal point for national quality initiatives working to improve patient outcomes and unsustainable healthcare costs. EDs are the point of entry for hospital admissions and readmissions, in addition to emergency care.

Knowing that, Legacy Salmon Creek (LSC) needed to reduce avoidable readmissions as part of its commitment to quality care. Cynthia Miceli, RN, BSN, CCM, the ED RN Case Manager at LSC, realized that ED case management staff could identify the drivers of ED traffic and make an impact. To decrease the number of readmissions, Miceli knew LSC

needed to rework ED processes. Enabled by the insights and capabilities of the Collective Medical platform, she built a customized process with ED care coordinators.

## Solution

Access to relevant patient insights provided through the Collective network and platform proved invaluable to LSC's broader ED utilization strategy. For some time, LSC has been using Collective EDie, an ED-specific, real-time, risk-adjusted event notification and care collaboration platform, to help staff provide patients with the right care, at the right time, in the right setting.

Because the ED is the gateway for many hospital admissions and readmissions, LSC employed multi-component interventions, including an ED readmissions algorithm, that standardized the assessment of patient needs and consideration of alternative care plans to readmission. The process was designed around Collective EDie, which was already being used to make dramatic improvements in identifying and supporting the care of vulnerable patients.

Additionally, because elderly patients with end-stage chronic conditions are at a high risk for readmission, LSC risk-stratified their patients and calculated end of life care into the algorithm. Staff was able to make more hospice referrals and proactively alert PCPs when they identified a patient who required advanced care planning. By transferring patients to the most appropriate care setting, LSC was able to improve the patient and family experience.

With the right data at their fingertips, care management staff first implemented lean processes that minimized potential for duplicated services across the continuum. They then established a huddle process that encouraged care teams to think critically about the needs of identified vulnerable patients. One of the primary goals of LSC's program was to get patients the support they need in lower-acuity settings and from providers that could more fully support complex needs.

As a result, in the program's first year, LSC made over 600 referrals to PCPs, specialists and other community providers, facilitated through the Collective platform. LSC's care coordinators also implemented a robust patient education process to discuss the benefits of receiving care proactively and outside of the ED, as well as informing them on options for after-hours care.

## Outcomes

Since building its readmissions algorithm around the insights delivered via the Collective platform, Legacy Salmon Creek has achieved notable success in reducing readmission rates and the overall ED visit rate.

Within 24 months, LSC achieved:

- 24.9% reduction in the all-cause 30-day readmission rate
- 81% reduction in the overall ED visit rate
- Reduction of high ED utilizer visits from 3,081 per year to 573

“Collective provided us with the technology we needed to implement our new and improved care processes, enabling us to provide our patients with the best possible care.”

- Cynthia Miceli,  
RN, BSN, CCM, the ED RN  
Case Manager at Legacy  
Salmon Creek