30-Day Readmission Review Policy

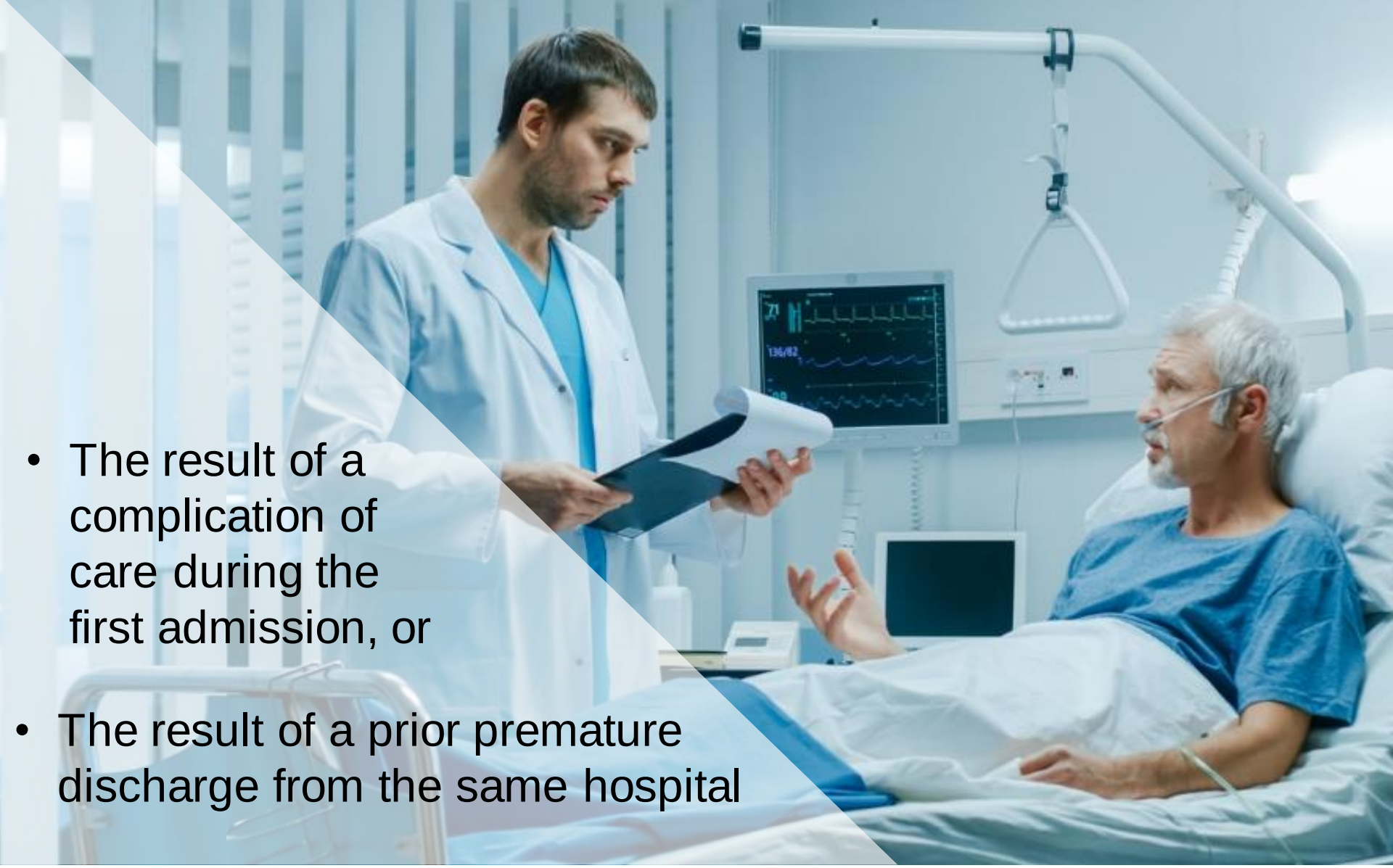
Effective January 1, 2020

Reviewing readmissions to the same facility within 30 days of discharge

Quality of Patient Care

CMS Star Rating

Standard Market Practice



- The result of a complication of care during the first admission, or
- The result of a prior premature discharge from the same hospital

Examples of Readmissions Excluded From the Policy:

- Patients who left against medical advice
- Planned readmissions
- Readmissions associated with certain conditions, such as burns, cancer or cystic fibrosis

The preventable readmission resulted from failure to have:

- A proper and adequate patient discharge plan
- Proper coordination between all healthcare teams

Lessen the Impact of Patient Noncompliance:

- Set follow-up appointment with PCP/specialist
- Perform medication reconciliation
- Educate on signs, symptoms and action plans
- Address social and financial barriers

Best Practices at Alabama Hospitals

BLUE CROSS AND BLUE SHIELD OF ALABAMA

Literacy Focus

Inpatient and Discharge Handouts

- Stop light education to increase understanding of potential symptoms
- Writing should be at a second to third grade level
- Color-coded medication boxes
- Pictures to enhance instructions

COPD and CHF Readmission Focus

Community support group

Self-care equipment, such as scales, water mugs and blood pressure cuffs

Initial home health care visits to ensure patient is progressing

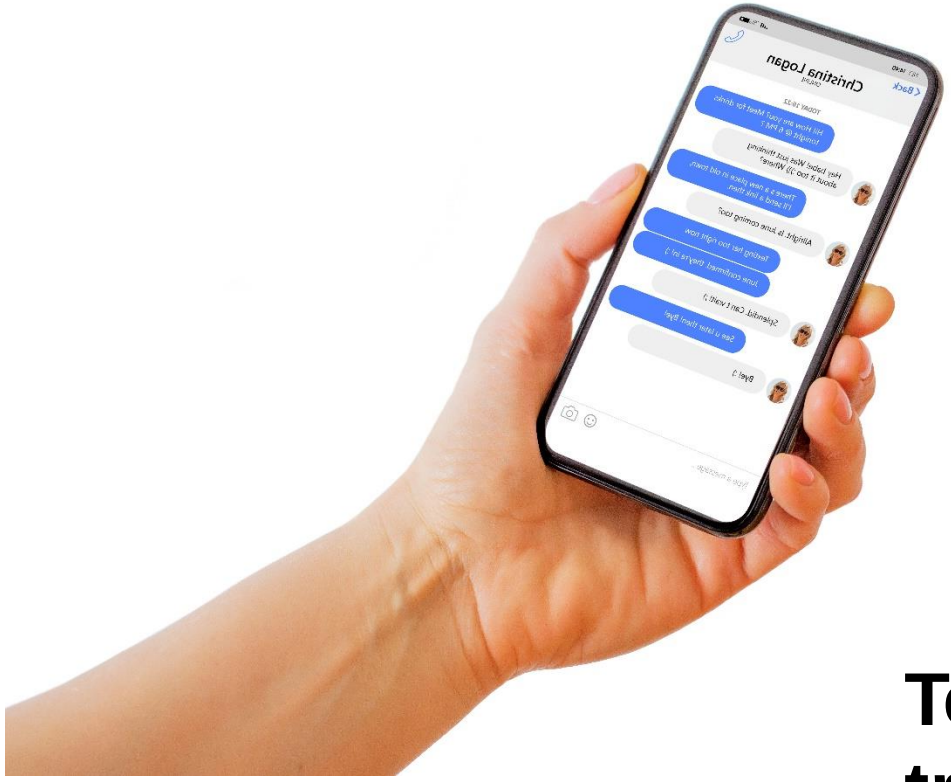
Education

Increase Patient Discharge Contact

Additional calls to ensure:

- Prescriptions filled and adherence to medication regimens
- Patients attend scheduled follow-up visits
- Assistance with transportation or prescription fills, if needed

Texting Program



Text assessments may trigger intervention

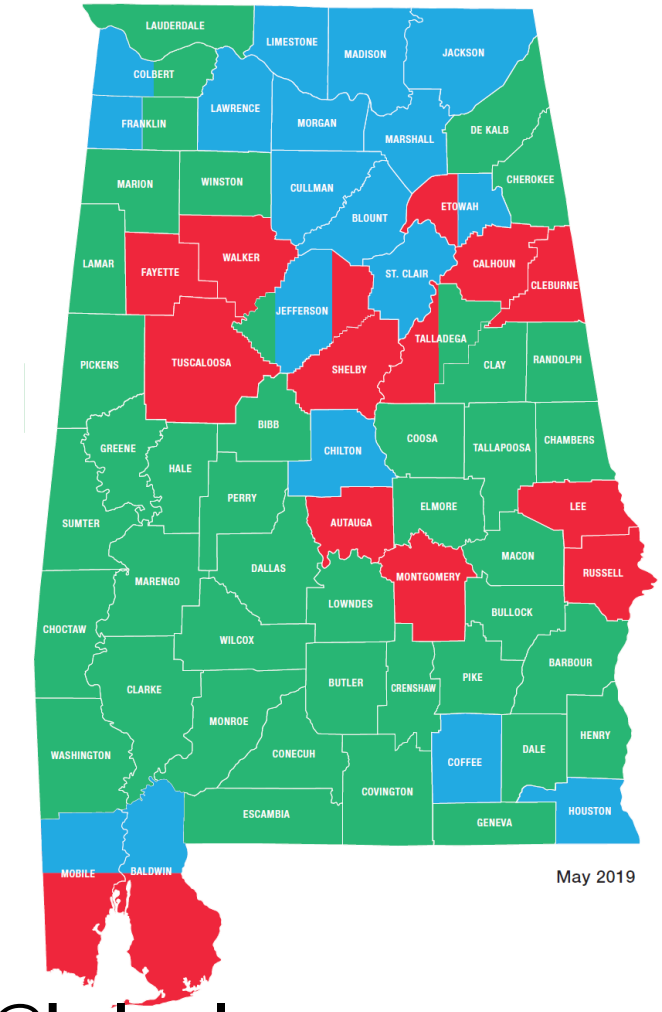
Donating DME to patients in need

Questions? Contact Your Consultant

Brandy Kirk

Heather Quinn

Emily Frazier



Contractingcommunica@bcbsal.org

Questions?