



McKesson  
*Readmissions Resource*<sup>™</sup>

**McKESSON**

# *The Hospital Readmissions Landscape*

Hospitalizations interfere with an elderly person's daily living, but a hospital readmission can cause even greater disruption. Many times, the quality of life for an elderly patient can be affected when they return to the hospital, potentially putting their health at greater risk. The impact is equally substantial for post-acute care facilities and agencies as you start to bear the financial burden of hospital readmissions. Failing to lower patient readmission rates can lead to the following, the effects of which extend well beyond your day-to-day clinical duties:

- Fewer or potentially lost referrals
- Stronger financial penalties, and
- Higher costs to deliver care


*The **McKesson Readmissions Resource™** is your guide to the changing landscape of hospital readmissions. Within this Playbook, which is part of the McKesson Readmissions Resource™ program, you will find key facts and figures on readmissions as well as valuable offers from our service providers that can benefit your business. From education and training to consulting services and data analytics, we have the solutions you need to help reduce readmissions and improve care.*





# Industry-wide Focus on Readmissions


Hospital readmissions are of great concern to healthcare providers, whether in the acute or post-acute care setting. They more than double the cost of providing care to a patient, and when a patient suffers from a chronic condition, the risk for readmission becomes more significant.

Readmissions can be prevented when emphasis is placed on continuity of care. Focus on providing the highest level of care for your patients to ensure their smooth transition from one care setting to another.


**18%**   
*of patients*  
discharged to a post-acute care setting  
are readmitted within 30 days

**2X**   
Likeliness of death in elderly  
patients who are readmitted  
to acute care within 30 days  
And they are 4X as likely to face death within 100  
days of readmission

**\$10,352**   
the average per patient  
readmission cost to a  
healthcare system

  
*Beginning October 1, 2018,  
post-acute facilities will be  
able to receive a*  
**2%**  
*Medicare  
reimbursement  
that is redistributed as an  
incentive payment for  
performance related to  
readmissions quality measures*

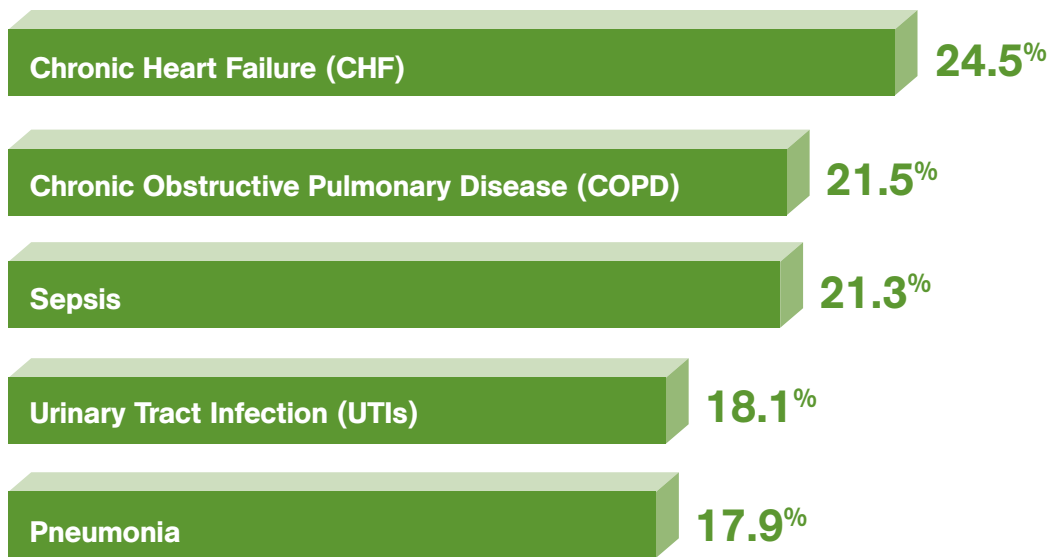
**\$4.34B**  
*the national  
annual cost for  
readmissions  
to healthcare  
systems*  


**3%**   
the cut in  
Medicare payment  
*that hospitals face for having higher  
readmission rates for certain measures*

## Clinical Conditions of Concern

There are numerous disease states that can lead to higher readmission rates. Consider the impact these chronic conditions have on your patients and their families, and offer treatment solutions that can reduce the likelihood of occurrence.

The following disease states cause the most hospital readmissions for Medicare patients, as reported by the Centers for Medicare & Medicaid Services (CMS).



\*Percentage indicates hospital readmission rate per 100 patient admissions. These five clinical conditions cause the most readmissions for Medicare patients in a 30-day period. Source: Agency for Healthcare Research and Quality (AHRQ), Center for Delivery, Organization, and Markets, Healthcare Cost and Utilization Project (HCUP), State Inpatient Databases (SID)

## Quality Care for Improved Outcomes

Now more than ever, you are accountable for how care is delivered. Value-based payment models, accountable care organizations (ACOs), and the Impact Act are changing the way acute care providers interact with post-acute care facilities and agencies. Better communication allows your care team to share information and access data that addresses readmissions risk for different patient populations. In turn, you can shape the way care is delivered and enhance patient outcomes.





## Pathway Health INTERACT™ Training and Certification

Clinical consulting and education to assist with business management and regulatory preparation.



### **\$ Exclusive McKesson Discount**

*15% discount on INTERACT training and services*

- INTERACT (Interventions to Reduce Acute Care Transfers) training to improve care and prevent avoidable hospital readmissions through early identification, assessment, documentation, and communication changes in patient condition.
- Preparation for the Certified INTERACT Champion (CIC) Certification exam.
- QuickPath tools to help business leaders quickly assess current practices, policies, procedures, and processes.
- Customized reimbursement management resources and training to help achieve positive reimbursement outcomes.

## PointClickCare® eINTERACT™

### PointClickCare eINTERACT™

INTERACT quality improvement program paired with Electronic Health Record (EHR) software platforms to reduce readmission rates and access timely quality improvement data.



- eINTERACT Stop and Watch Alerts for evidence-based observations that may indicate an important change in patient condition.
- eINTERACT Change in Condition Alerts, Assessment and SBAR Summary to assess a change in patient condition and alert the care team of necessary care plan changes for improved outcomes.
- eINTERACT Transfer Assessment to clearly communicate the right information during transitions of care.
- eINTERACT Quality Improvement Tools to analyze hospital transfers and identify improvement opportunities.



# PointRight®

## Exclusive McKesson Discount

15% discount on all services for the first year

# PointRight

Analytics and decision support services to predict, measure, and reduce rehospitalization, improve reimbursement, mitigate risk, and achieve better clinical outcomes.

- Pro 30®, a predictive, risk-adjusted analytics solution to monitor rehospitalization performance and identify areas of risk.
- RADAR®, a patient-specific predictive analytics solution to identify those at risk of rehospitalization and gain intelligence to drive timely interventions for improved clinical outcomes.
- Insights on clinical issues and trends to help lower readmission rates.



# PHILIPS Lifeline

## Exclusive McKesson Discount

Use of Philips Lifeline Medical Device at no cost for 60 days (available for McKesson Post-Acute Care patients post-discharge)

# Philips CareSage

Readmission reduction program to help improve patient care and keep patients from returning to the hospital.

- Early intervention to help clinicians manage cost and outcomes.
- Longitudinal line-of-sight into the home to assess patients, provide care, and monitor for readmissions.
- Early detection data reporting to identify patients at risk for hospital transport in 30 days.
- Interventions that lead to modified care plans to reduce readmissions.
- Support of health system programs focused on hospital readmission reduction and prevention.





## Wound Care Education Institute (WCEI)

Educational center of excellence that offers comprehensive courses in skin and wound, diabetic and ostomy management to support and educate healthcare professionals in all care settings.

### **\$ Exclusive McKesson Discount**

20% discount on  
WCEI services

- Courses, seminars and webinars to assist with preventing complications that lead to readmissions.
- Education and certification to help:
  - Assess risk and liability
  - Improve healing rates and lower incident rates by incorporating current standards of care
  - Reduce readmission rates
  - Improve employee satisfaction

## RELIAS || LEARNING *Relias Learning Management System*

### **\$ Exclusive McKesson Discount**

20% discount on  
subscription access  
for first-time Relias users

Unparalleled course content and innovative learning tools to help organizations solve key business challenges and improve the outcomes of the people they serve.

- Compliance courses with administrative functionality to automate, manage, and track training needs.
- Mobile app and micro-learning courses available for anywhere, anytime access to clinical and compliance tools.
- Readmission simulation training to identify methods for improved care delivery and risk mitigation.
- Pre-hire assessments, hiring, onboarding, and leadership development tools for properly managing your workforce and reducing turnover.

**\$ Eligible for VIP Rewards Program**





## *Learn More*

For more information on the McKesson Readmissions Resource™, visit [mms.mckesson.com/readmissions-care](https://mms.mckesson.com/readmissions-care).

### **Have additional questions?**

Contact our Clinical Resource Team at [readmissionsresourceinfo@mckesson.com](mailto:readmissionsresourceinfo@mckesson.com).

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