Decreasing Readmission Rates: 
A Nursing Led Initiative 
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J. Gregory, BSN, RN, K. Regan, BSN, RN-BC, CCCTM, P. Sallese, RN, R. Tyrrell, RN, CCCTM 
R Adams Cowley Shock Trauma Center 
Baltimore, Maryland
The R Adams Cowley Shock Trauma Center

- Primary Adult Referral Center
- 8,000 patients treated annually
- 97% survival rate
- Follow-up care provided
- Shock Trauma Outpatient Pavilion (STOP)
Significance

- Affordable Care Act 30 day readmission rate
- Quality indicator
- Healthcare costs
What Is Transitional Care Coordination

Definition:
“...the ongoing support of patients and their families over time as they navigate care and relationships among more than one provider and/or more than one health care service (Haas, Swan & Haynes, 2014, p.3).

Transitional Care Coordination process definition
“...care coordination and transition management necessitates professional assessment, patient risk identification and stratification, and identification of individual patient needs and preferences…”
(Coleman & Boult, 2003, p.556)
• 15.1% readmission rate in 2012

• 1 in 7 patients readmitted to the acute care setting

• Opportunity for nursing to improve the quality of recovery and decrease readmissions
• Multidisciplinary approach
• RN, Surgeons, Nurse Practitioners, Physical & Occupational Therapists, Case Managers, Social Work
• 100% of all charts reviewed for patients readmitted in 2012
• Data trended for readmission risk factors
What We Found

- Common themes
- Lack understanding of disease management
- Unable to navigate the health care system
- No knowledge of community resources
- No primary care physician (PCP)
The Right Fit

- Standardized by the American Academy of Ambulatory Care Nurses (AAACN)
- Support along a recovery continuum
- Professional assessment
- Risk stratification for readmission
- Identification of needs and resources
Value for the Shock Trauma Center

- Outpatient setting
- Successful, seamless patient recovery
- Increase quality of care
- Improve return for follow-up care
- Reduce 30 day readmission rate
- Decrease healthcare costs
Outcomes

- 21 months of Trauma TCC involvement
- Project
  - single center
  - taking place in an outpatient clinic
- 260 trauma injured patients, ages 18 to 92
- 6.6% enrolled in Trauma TCC were readmitted to the acute care setting
• 74% patients attended the follow-up appointment
• 44% established a relationship with a PCP
• 3% total patients were lost to follow-up
• 96% completed the Trauma TCC Program
• 60% participated in a patient experience survey
Readmission Rates

2015 Readmission Rates

<table>
<thead>
<tr>
<th>Location at Discharge</th>
<th>Readmission Rate</th>
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<tr>
<td>National Trauma Injured</td>
<td>19</td>
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<tr>
<td>R Adams Cowley Shock Trauma Center</td>
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<tr>
<td>Transitional Care Coordination Program</td>
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References:


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QUESTIONS?

We thank you for your time!