Care at Home – Hospital Referral

Trinity Regional Medical Center (TRMC) and Iowa Health Home Care (IHHC), both providers of the Trinity Pioneer ACO, entered into an arrangement together under the Pioneer ACO Participation Waiver to provide post discharge services to hospital patients beginning April 30, 2012. Specifically, patients hospitalized at TRMC and identified to be within selected targeted high risk populations (e.g., patients with cardiac and pneumonia diagnosis) will be offered a choice to receive 1-2 free in-home visits by an IHHC nurse within 1-2 days after being discharged from TRMC for the purpose of care coordination follow-up. The patient does not need to qualify under home care eligibility or payment criteria to receive this visit from IHHC. Following the visit, the patient will be called via telephone by an IHHC nurse for the next 30 days. The purpose of the phone calls will be to focus on identifying and providing interventions that address the following categories: (1) medication management and reconciliation; (2) assurance for physician appointment follow-up; (3) reinforcement of disease education provided during hospitalization; (4) home safety assessment; and (5) community health resource and referrals. The visit by IHHC and the ongoing contact with the patient following discharge allows TRMC to continue to monitor the care of the patient during a patient’s most vulnerable time after hospital discharge and decrease cost of care. Continued monitoring should cause (1) a reduction of unnecessary readmissions per health population; (2) a reduction of unnecessary ER visits per health population; and (3) an increase in patient satisfaction with the patient’s health care provider experience.