



NI VII Meeting Four – Capstone Presentation
Cohort Four: Teaming to Improve Care

Inter-disciplinary approach to improve Transitional Care Management Compliance in Ambulatory Clinic

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Q1. What did you hope to accomplish?

- **Given that many studies have shown that timely provision of transitional care services significantly reduce the number of hospital readmissions, the Primary Aim of our project was**
 - ❖ **To improve the Transitional Care Management visit compliance rate by leveraging the process of interdisciplinary morning huddles among the care team**
- **We pursued this via a multidisciplinary approach and multiple interventions at different times**
- **Specifically, we aim to improve the TCM rate in the Internal medicine clinic by 10% from 7/2020 to 6/2021**



Q2. What were you able to accomplish?

- We have achieved our goal for the 1-week TCM rate but not for the 2-week TCM rate:
- The TCM visit rate within 1 week increased from 50% in June 2020 to 62.5% by the end of September 2020 but fell to 44.3% by the end of November 2020 and was back to 50% by the end of December 2020
 - > With a second intervention - starting of virtual visits from January 2021 - and decrease in COVID-19 cases there is increase in this rate to 61.3% by the end of February 2021
- The TCM visit rate within 2 weeks increased from 70% in June 2020 to 78.1% by end of September 2020 but fell to 67.2% by the end of December 2020
 - > This rate rose to 71% by the end of February 2021



Q3. Knowing what you know now, what might you do differently?

- As a large fraction of our patient population is elderly, some patients find it difficult to come to clinic within 1 week of discharge; we realized offering virtual visits would have been a great benefit
- We would have started the virtual visits from the beginning; however, our clinic only gained this capability as part of our pandemic response – and it was extended to residents slowly



Q4. What surprised you and why?

- The 2-week TCM rate did not respond to our interventions to the same degree as the 1-week TCM rate
- The reason for this is unclear



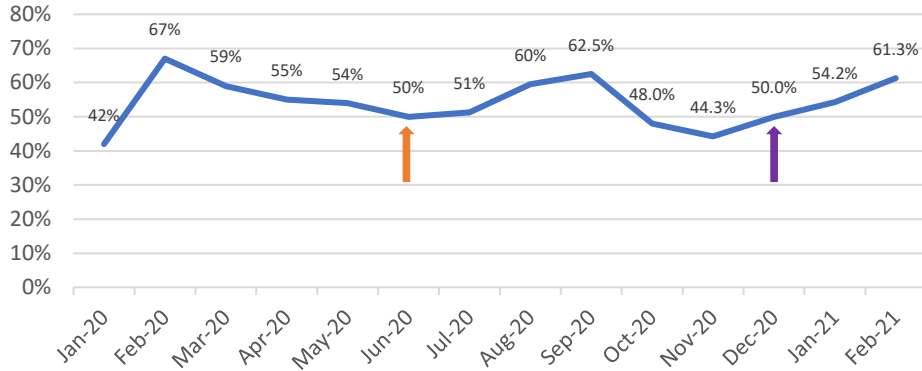
Q5. Cohort Four – Expectations versus Results

- *On a scale of 1 to 10 (with “1” meaning nothing and “10” meaning everything) how much of what you set out to do was your team able to accomplish and how were your results the same or different from your expectations?*
- *7: We were able to achieve our goal for the 1-week TCM rate*
- *There is a downfall in between and we believe below are the reasons*
 - ❓ Due to the COVID Pandemic, fewer patients were willing to come for appointments
 - ❓ Fewer staff were available to coordinate care in inpatient and outpatient settings due to employee cutbacks related to the COVID pandemic

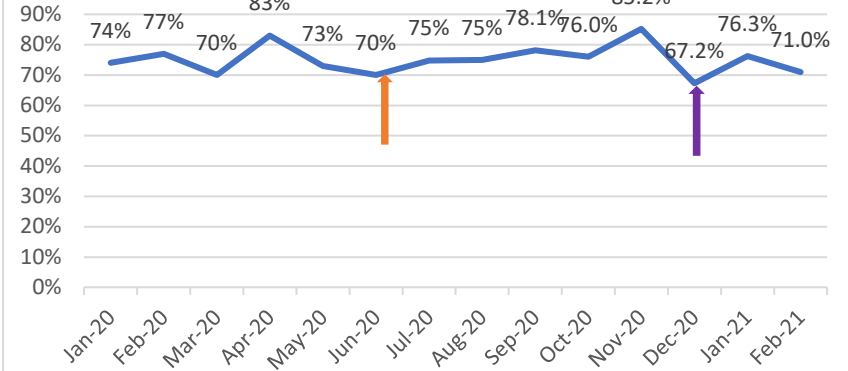


Results

TCM Office Visit 1 Week %



TCM Office Visit 2 Week %



- Intervention One
- Intervention Two

