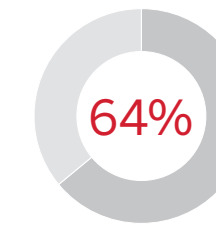


Create the Links You Need for Effective Acute/Post-Acute Information Exchange

Effective information exchange between acute and post-acute settings is critical to reducing readmissions and improving quality of care. However, most post-acute providers do not have an electronic medical record, and even those who do find it inadequate to meet the needs of an increasingly complex patient population. As a result, providers must consider broader options to improve acute/post-acute information exchange.

EHR Adoption for Skilled Nursing Sector Lags Behind Acute Care



Percentage of skilled nursing providers using an EHR in 2016, compared to near-universal adoption among acute care providers.

Ensure information exchange is...

As a patient moves between settings of care, important patient information often gets lost. To prevent this error, you need to make sure the information exchange is: **complete, clear and concise, and high-speed.**

...complete



Problem: Missing critical details. Key patient information, such as lab results, might not be finalized until after the patient leaves the hospital.



Solution: Assign responsibility for following up with post-acute providers when new lab results are available for patients who have been transferred.

...clear and concise



Problem: Information overload. Patients arrive in the post-acute setting with binders full of paperwork or large data files, making it hard to identify the most important information.



Solution: Establish a framework to communicate the most pertinent information during a phone handoff or use a universal transfer form.

...high-speed



Problem: Slow communication. Delays in information transfer occur as the site of discharge gathers the appropriate information and determines how to coordinate with the post-acute care site.



Solution: Collaborate on work-around solutions to grant access to electronic medical records, and provide secure, real-time access to patient information.

At-home patient monitoring should...

Using technology to gather accurate and timely information on patients after they return to the community is essential to helping them manage their overall health and reducing the chance of readmissions.



...focus on highest-risk patients first

Remote monitoring technology can be expensive. Prioritize efforts on patients who are most likely to be readmitted.



...avoid complicated technology

Tablets and other technology may be perceived as too high-tech among the geriatric population, negatively impacting participation. Instead, consider technology that utilizes TVs or watches to improve patient comfort and adoption.



...align data collection times with user lifestyles

Consider patients' personal schedules, such as meal times and bedtimes, to set optimal measurement times and medication reminders.