

REDUCE 30-DAY READMISSION RATES

ASCENSION PROVIDENCE PARK HOSPITAL



CHALLENGE

Ascension Providence Hospital's post-operative orthopedic readmission rates were nearly three times higher than the expected ratio. IEP developed an initiative to decrease the number of patients readmitted to the hospital within 30 days of surgery. The initiative had the triple aim of reducing cost, improving quality and increasing patient satisfaction.

SOLUTION

IEP organized stakeholder meetings with administration and orthopedic surgeons to affect a change in bylaws - no small task - so that all stable orthopedic 30-day readmissions would go to the CDU under IEPs management. IEP properly assessed patients, and by working closely with surgeons, they were able to either send patients home, send patients to the surgeon's office for follow-up, or send patients to the Clinical Decision Unit where they were observed until a surgeon could see them the next morning.

RESULTS

Hospital went from bottom performer to benchmark within 90 days.

Bylaws initiative recognized as groundbreaking by Ascension's Corporate Legal team (Hall Render).

Recognized as a best practice and implemented within the health system nationally.

ASCENSION PROVIDENCE HOSPITAL WENT FROM BOTTOM PERFORMER **TO BENCHMARK IN 90 DAYS.**

RECOGNIZED AS A BEST PRACTICE INITIATIVE AND **IMPLEMENTED SYSTEM-WIDE.**