

The Assessment of Characteristics of Cleveland Clinic Akron General Center for Family Medicine (CFM) Super Utilizers and Pilot Implementation of a Home Visit Program

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Background & Significance with Relevance to Family Medicine: Reducing 30-day readmissions is of particular importance and financial interest for health systems. A commonly cited vulnerability in patient care is the “transition of care” – the actions taken around discharge from acute care to community setting. As primary care providers, strengthening TOCs is imperative for emphasizing our role in patient-centered financially sustainable continuity of quality care.

Problem Statement: Characteristics of CFM inpatient super utilizers were previously unanalyzed. We wanted to improve their TOCs and explore if home TOCs for super utilizers would reduce readmissions in comparison to standard office TOCs.

Methods: A retrospective chart review of CFM super utilizers between 1 December 2016 and 28 February 2018 was performed. During this same time, workflow changes and home TOC visits were piloted.

Outcomes: A total of 40 patients met inclusion criteria. Ninety-four percent of patients rated “high risk for readmission” with validated scales. The mean age was 56 and common comorbidities included hypertension, diabetes, mental health conditions, COPD, and cancers. Multiple barriers to home TOCs were encountered despite a multidisciplinary team assembled for home TOC visits. Of the 27 patients with a scheduled TOC office visit and 7 with a home TOC visit, 9 and 3, respectively, were readmitted within 30 days.

Conclusions/Recommendations/Implications (How does this inform Family Medicine?): While no statistically significant difference in readmission rates for CFM super utilizers undergoing home versus office TOC visits, characteristics were comparable to known literature. Workflow adaptation, though difficult, is attainable through multidisciplinary participation. Continuous innovation and adaptability in systems improvement is essential to provide patient centered care.