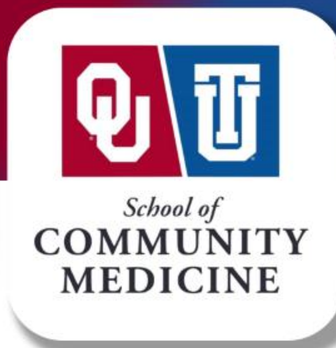

Improving Outpatient Follow Up After Hospitalization

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Introduction

- Hospital readmission is costly in terms of patient well-being, quality of life, and healthcare expenditures.

- AIM statement: To increase post-hospital discharge follow-up by 20% for academic primary care patients admitted to a local tertiary care hospital by June 2020.

Methods

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Plan-Do-Study-Act (PDSA)

- PDSA #1: Senior residents called clinic
- PDSA #2: Attempted to give discharge coordinators access to hospital EMR
- PDSA #3: Senior residents were given access to the clinic EMR scheduling program.
- PDSA #4: Home visits

Results

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OU Hospital Discharges - 7 Day PCP Follow-up

% of Pts Discharged with 7-day PCP f/u

60.1%
50.1%
40.1%
30.1%
20.1%
10.1%
0.1%

UCL 0.48554
CL 0.27779
LCL 0.07004

PDSA #4-5
PDSA #3
COVID-19

Mar-19 Apr-19 May-19 Jun-19 Jul-19 Aug-19 Sep-19 Oct-19 Nov-19 Dec-19 Jan-20 Feb-20 Mar-20 Apr-20 May-20 Jun-20 Jul-20 Aug-20

Month-Year

Results

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OU Hospital Discharges - 14 Day PCP Follow-up Rate

% of Pts Discharged with 14-day PCP f/u

80.0%
70.0%
60.0%
50.0%
40.0%
30.0%
20.0%
10.0%
0.0%

UCL 0.75742
CL 0.41424
LCL 0.07107

PDSA #1
PDSA #2
PDSA #3
PDSA #4-5
COVID-19

Jan-18 Feb-18 Mar-18 Apr-18 May-18 Jun-18 Jul-18 Aug-18 Sep-18 Oct-18 Nov-18 Dec-18 Jan-19 Feb-19 Mar-19 Apr-19 May-19 Jun-19 Jul-19 Aug-19 Sep-19 Oct-19 Nov-19 Dec-19 Jan-20 Feb-20 Mar-20 Apr-20 May-20 Jun-20 Jul-20 Aug-20

Month-Year

Discussion

- The low rate of post-hospital discharge follow-up appointments indicates that many patients are lacking crucial follow-up care.
- Making residents responsible for scheduling appointments (PDSA 1 and 3) and enrolling patients for home visits (PDSA 4) made no difference in the overall rate of successful post-discharge follow-up visits
- New approaches to significant post-discharge follow-up barriers must be considered to increase the percentage of successful follow-up appointments

Next Steps

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Future PDSA cycles to consider include:

- Reimplementing home visits
- Surveying similar academic programs regarding their success with post-discharge patient follow-up visits
- Designating other team members to make follow-up visits for patients
- Reaching out to patients early after discharge to confirm their follow-up visits