



**Improving Care Transitions,
Measuring Progress**

CMS Care Transitions Forum
Thursday, June 26, 2008
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NTOCC

National Transitions of Care Coalition

- Convened by Case Management Society of America
- Multidisciplinary team of healthcare leaders
- Objectives:
 - To raise awareness
 - To recommend actions
- Sponsored by sanofi-aventis
- www.ntocc.org

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“One cannot improve what one cannot measure.”

Author: (?)



NTOCC Measures Work Group

Objectives:

- Develop a framework for measurement
- Evaluate existing measures, assess gaps
- Develop recommendations to fill measure gaps

NTOCC Measure Work Group

Conducted evaluation of existing measures using the following criteria:

- Importance
- Scientific acceptability
- Feasibility
- Usability

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NTOCC Measure Work Group

Results of environmental scan and measure evaluation:

- Few existing measures are useful
- Most measures, not well specified
- Most measures targeted to small subpopulation

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NTOCC Measure Work Group

Measurement issues to consider:

- Target population
- Applicability to all health care settings or to a defined subset
- Types of measures
- Focus of measures
- Feasibility of data source
- Unit of measurement

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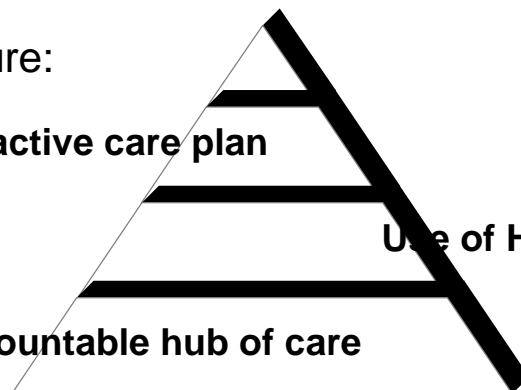
Framework for Measuring Transition of Care

Structure:

Proactive care plan

Use of HIT

Accountable hub of care



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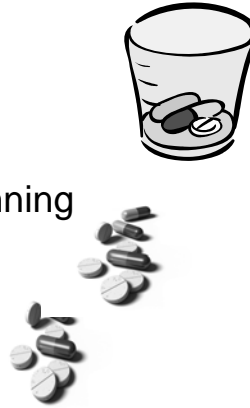
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Framework for Measuring Transitions of Care

Care Team Processes:

- Medication reconciliation
- Test tracking
- Referral tracking
- Admission and discharge planning
- Follow up appointment



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Framework for Measuring Transitions of Care

Information transfer:

- Timely, complete and accurate
- Protocol for shared accountability



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Framework for Measuring Transitions of Care

Patient/Caregiver education and engagement:

- Preparation for transfer
- Self management
- “My Medicine List”
- Health literacy and cultural/linguistic appropriateness



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Framework for Measuring Transitions of Care

Outcomes:

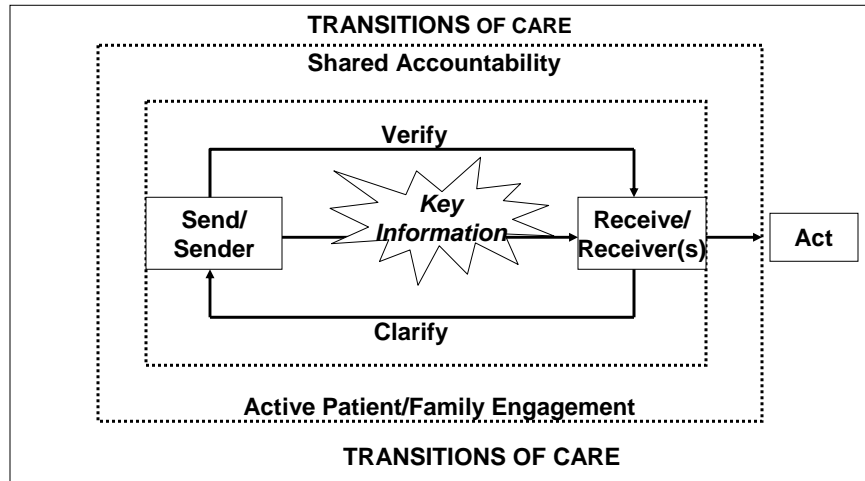
- Patient experience (e.g., CTM-3, HCAHPS)
- Provider experience
- Health care utilization and costs (e.g., readmissions)
- Health outcomes (e.g., functional status, medical errors)

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A Conceptual Model for Measuring Care Transition Processes



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NTOCC Measure Work Group

Recommendations:

- A comprehensive set of measures
- Applicable to all providers involved in care transitions
- Applicable to all patients undergoing transitions
- Includes structure, process and outcomes
- Process measures address both sending and receiving providers

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Questions



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