



# WISHIN

## HIE SUMMIT 2020

January 29, 2020

Presented by:



WISCONSIN STATEWIDE HEALTH INFORMATION NETWORK



# Connecting & Collaborating: Leveraging WISHIN to Enhance Discharge Planning for Family Care Members

My Choice Family Care – Care Wisconsin





Program	Membership
Family Care	16,034
FC Partnership	1,919
SSI Managed Care	2,953
DSNP	553
BadgerCare	13,243
<b>TOTAL</b>	<b>34,702</b>

Membership as of 12/31/2019

# Disclosures

- ▶ Melissa Eilbes BSN, RN
  - ▶ Director of Nursing at My Choice Family Care – Care Wisconsin
  - ▶ Adjunct Clinical Instructor, University of Wisconsin – Milwaukee, College of Nursing
- ▶ Christa Tonsor BSN, RN
  - ▶ Clinical Services Specialist and Hospital Liaison, My Choice Family Care – Care Wisconsin



# What is Family Care?

Family Care is a publicly funded program that assists people in managing their community-based long term care.

The program serves frail seniors and adults with intellectual, developmental, or physical disabilities in managing their long term care.



# Who Does Family Care Serve?



- ▶ Frail older adults (65 years or older)
- ▶ People with physical disabilities (18 years or older)
- ▶ People with intellectual/developmental disabilities (18 years or older) (ADRCs and MCOs can begin planning for children with physical or intellectual/developmental disabilities prior to their eighteenth birthday.)



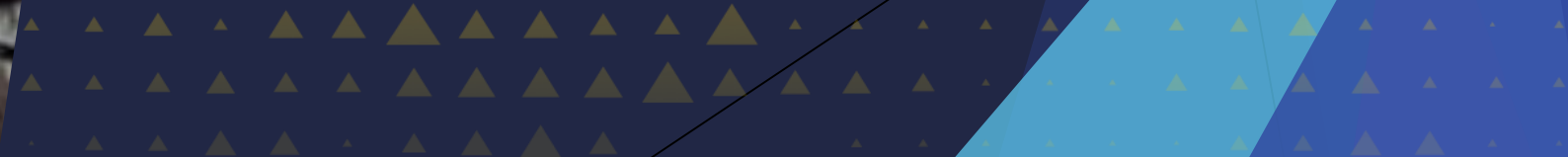
# Family Care and Hospitalizations





# Family Care Before WISHIN

- ▶ Untimely or no notification of member hospitalizations
- ▶ Reduced discharged planning due to lack of awareness
- ▶ Reduced compliance with post-discharge recommendations and follow-up appointments.
- ▶ Gaps in service
- ▶ My Choice Family Care - Care Wisconsin joined WISHIN in 2014.





# Family Care with WISHIN

- ▶ Timely Notification
- ▶ Increased Communication
- ▶ Access to immunizations and prescriptions
- ▶ Better member outcomes
- ▶ Increased member satisfaction
- ▶ Single sign-on access



# Addressing Barriers to Discharge

## HOSPITAL LIAISON



- Hospital Liaison started in 2017.
- Serves as the secondary contact between hospital personnel and IDTs
- Identifies trends in delayed discharges to help with process improvements

### RED FLAG ITEMS:

- Placement Changes
- Decisional/Competency Issues
- Suspected Neglect and/or Abuse
- Readmission Risk
- Medically Complex Discharge
- Members Requiring Tube Feeding
- Behavioral Issues



# Member ID Cards



**Effective Date:**  
01/29/2020

**Member Name: Mary M'Choice**

**Member Number: 085519**

**Toll Free: 1-877-489-3814**

**TTY: 711**

**[www.mychoicefamilycare.org](http://www.mychoicefamilycare.org)**





# Turning Data into Outcomes

- ▶ RN – Primary Contact
- ▶ Day 1: Discharge planning starts
- ▶ Day 2 – Discharge: Daily conversations on discharge planning
- ▶ Day 5: Supervisor involvement to address any barriers to discharge
- ▶ Discharge – Day 3: RN completes a telephonic assessment
- ▶ Discharge – Day 7: High risk members receive an RN home visit in addition to the telephonic assessment



# Enhancing Collaboration



- ▶ Admitting Diagnosis
- ▶ Anticipated Length of Stay
- ▶ Hospital Social Worker's Contact Information (Phone and Fax)
- ▶ Care Team Contact Information (Phone and Fax)
- ▶ Guardianship or POA Paperwork
- ▶ Member's Current Services
  - ▶ Durable Medical Equipment, Durable Medical Supplies, Home Health Agency Services, Residential Services, Adult Day Program, Transportation Provider, PCP information, Pharmacy information
- ▶ New Services for Discharge



# Enhancing Post-Discharge Follow-Up

- Diagnoses
- Medications
- In-Home Services
- Follow-Up Appointments
- Long Term Care Functional Screen Considerations
- Home Visit Considerations





# Results

- Post-Discharge follow-up compliance rate was 66.7% in 2018.
- The new post-discharge tool was rolled out in May 2019 → by December 2019 the compliance rate increased to **89.43%!**

# References

- ▶ Re-Engineered Discharge (RED) Toolkit. Content last reviewed May 2017. Agency for Healthcare Research and Quality, Rockville, MD.  
<http://www.ahrq.gov/professionals/systems/hospital/red/toolkit/index.html>
- ▶ United Health Foundation. (2019). Preventable Hospitalizations, Wisconsin. Retrieved from  
<https://americashealthrankings.org/explore/annual/measure/preventable/state/WI>.







# Questions?

Thank You

