



So You're Going to Be Discharged...



Brent Sandmeyer, MPH

December 7, 2017

Decision-Making Context

- Not much time
- High stress
- Patient often not able to make own choices—relies on family, friends, hospital staff
- Legal barriers to hospital making provider recommendations
- Post-acute care provider capacity & payment limitations

Discharge to Nursing Home

- 9 of 10 nursing home patients come directly from the hospital.
- Discharge staff legally can't steer patients to a particular facility.
- Staff can provide quality information such as CMS' Nursing Home Compare (NHC)—but usually don't.
- NHC use further limited by accessibility at discharge, awareness, usefulness of info.

NHCPlus vs. Standard Discharge

- Dana Mukamel (UC Irvine) and colleagues developed tablet-based decision aid **NHCPlus**
 - ▶ Education about measures of quality, staffing, inspections
 - ▶ Asks what measures matter most to patient
 - ▶ Provides customized results based on preferences
- RCT of NHCPlus vs. standard discharge
 - ▶ Greater patient confidence & satisfaction with choice
 - ▶ Chose higher quality nursing homes
 - ▶ Shorter hospital stays before transfer

Discharge to Home Health Care

- Rosa Baier (Brown) and colleagues interviewed 28 hospital case managers from 5 hospitals and 13 consumers to find out how they used home health quality reports.
 - ▶ *Not one* had heard of CMS' Home Health Compare
 - ▶ Case managers worried about violating Medicare's freedom of choice rules
 - ▶ Case managers did not think that quality varied much between home health agencies

What's Next?

- Public reports continue to grow:
 - ▶ Physician individual & group level
 - ▶ Organ transplantation
 - ▶ Hospice
- Changing health care environment
 - ▶ Provider consolidation
 - ▶ Medicare Advantage & managed care growth
- Need continued research
 - ▶ Design, dissemination, data & methods

Science of Public Reporting

- Results of AHRQ-funded studies on public reports:
 - ▶ www.ahrq.gov/professionals/quality-patient-safety/quality-resources/tools/sciencepubreport/index.html
- TalkingQuality: AHRQ Guide to Effective Public Reporting
 - ▶ www.ahrq.gov/professionals/quality-patient-safety/talkingquality/index.html
- Research funding opportunities
 - ▶ www.ahrq.gov/funding

References: Nursing Homes

- ▶ Mukamel D, Alpesh A, Weimar DL, Ladd H, Sharit J, Schwarzkopf R, Sorkin DH. October 2016. Personalizing Nursing Home Compare and the Discharge from Hospitals to Nursing Homes. *Health Services Research* 51(6):2076-2094. DOI: 10.1111/1475-6773.12588
- ▶ Mukamel D, Alpesh A, Weimar DL, Ladd H, Sorkin DH. April 2016. When Patients Customize Nursing Home Ratings, Choices and Rankings Differ from the Government's Version. *Health Affairs* 35(4): 714-719. DOI: 10.1377/hlthaff.2015.1340

References: Home Health Care

- ▶ Baier RR, Wysocki A, Gravenstein S, Cooper E, Mor V, Clark M. May 2015. A Qualitative Study of Choosing Home Health Care After Hospitalization: The Unintended Consequences of ‘Patient Choice’ Requirements. *Journal of General Internal Medicine* 30(5):634-40. doi: 10.1007/s11606-014-3164-7.
- ▶ Baier RR, Wysocki A, Gravenstein S, Cooper E, Mor V, Clark M. Using Qualitative Methods to Create a Home Health Web Application User Interface for Patients with Low Computer Proficiency *eGEMs (Generating Evidence & Methods to improve patient outcomes)* 3(2): 1166. doi: 10.13063/2327-9214.1166