

POST DISCHARGE CARE CONTINUITY

How a Tertiary Care Hospital in Karachi,
Pakistan Dealt With Readmissions

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Why Did I Choose To Talk About This?



Community Care
of North Carolina



CLASS

F-1

ACADEMIC AND
LANGUAGE



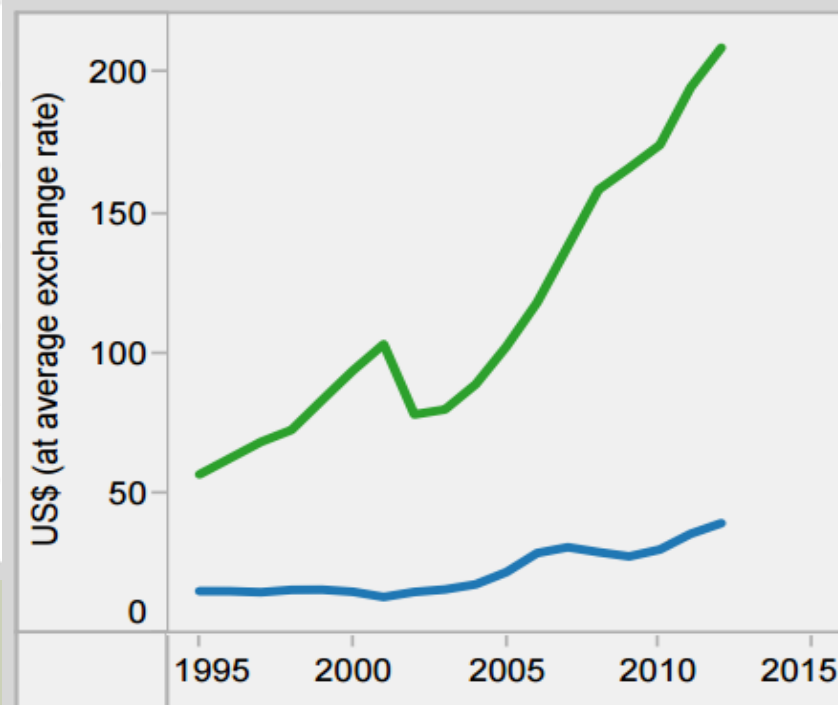
PAKISTAN

Indicators	Statistics
Population (thousands)	182143
Population aged under 15 (%)	34
Population aged over 60 (%)	7
Median age (years)	23
Population living in urban areas (%)	38
WHO region	Eastern Mediterran..
World Bank income classification	Lower middle

Source: Pakistan - World Health Organization Statistical Profile

<http://www.who.int/gho/countries/pak.pdf>

Per capita total expenditure on health



Country
WHO region

The Aga Khan University Hospital (AKUH)



AGA KHAN DEVELOPMENT NETWORK

ECONOMIC DEVELOPMENT

**Aga Khan Fund for
Economic Development**

Tourism Promotion
Services

Industrial Promotion
Services

Financial Services

Media Services

Aviation Services

SOCIAL DEVELOPMENT

**Aga Khan Agency
for Microfinance**

**Aga Khan
Foundation**

**Aga Khan
University**

**University of
Central Asia**

Aga Khan Education Services

Aga Khan Health Services

**Aga Khan Agency
for Habitat**

Aga Khan Academies

CULTURE

**Aga Khan Trust
for Culture**

**Aga Khan Award
for Architecture**

**Aga Khan Historic
Cities Programme**

**Aga Khan
Music Initiative**

**Aga Khan
Museum**



THE AGA KHAN UNIVERSITY HOSPITAL (AKUH)



#1 LEADERS
in HEALTH CARE
in PAKISTAN

The Only University Hospital and Clinical Laboratories in
Pakistan Accredited by JCI and CAP



Afghanistan

Kabul

Peshawar

Jammu and
Kashmir

Rawalpindi

Gujranwala

Himachal
Pradesh

Faisalabad

Lahore

Ludhiana

Multan

Punjab

Uttar Pradesh

Pakistan

Haryana

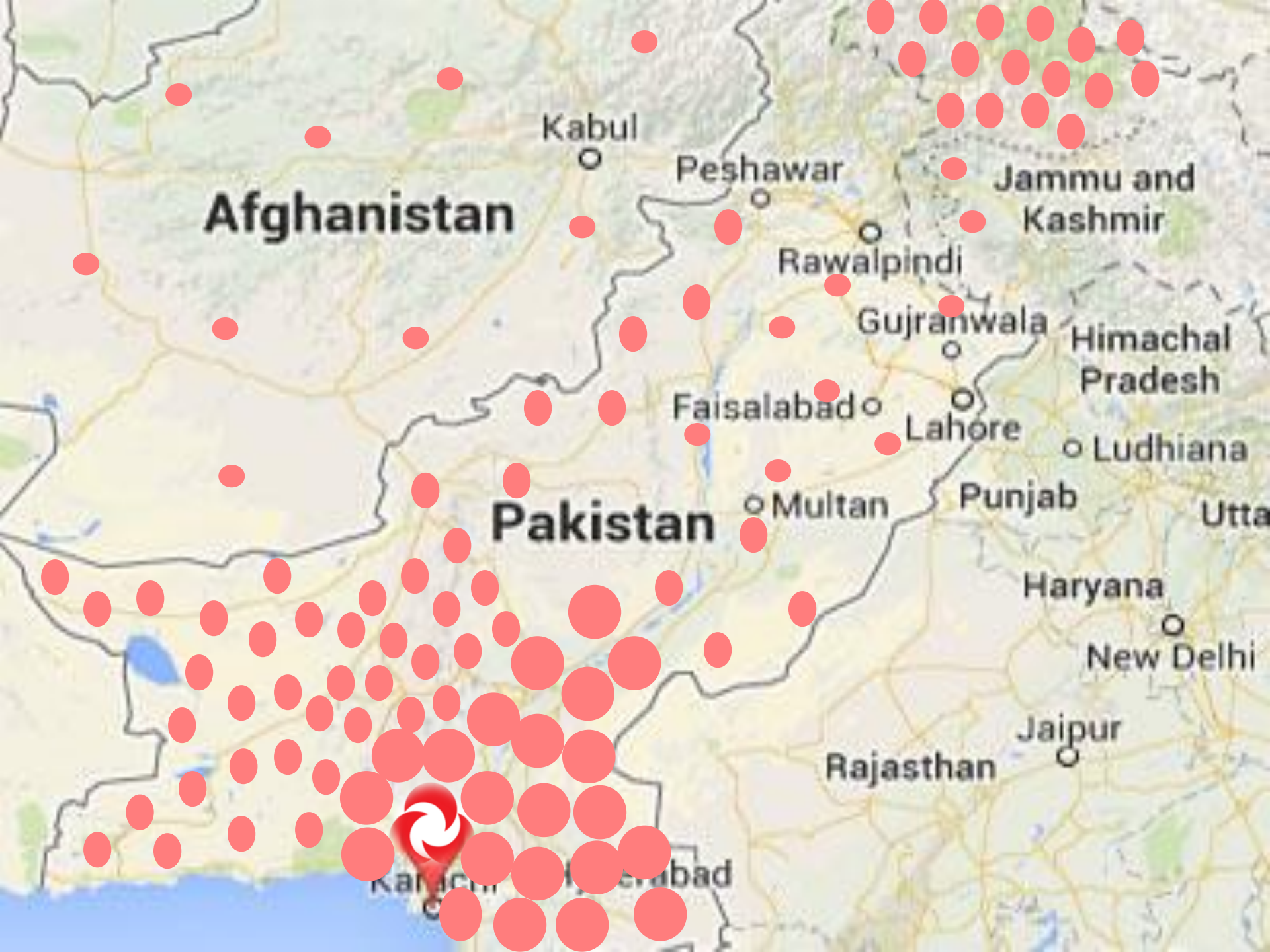
New Delhi

Rajasthan

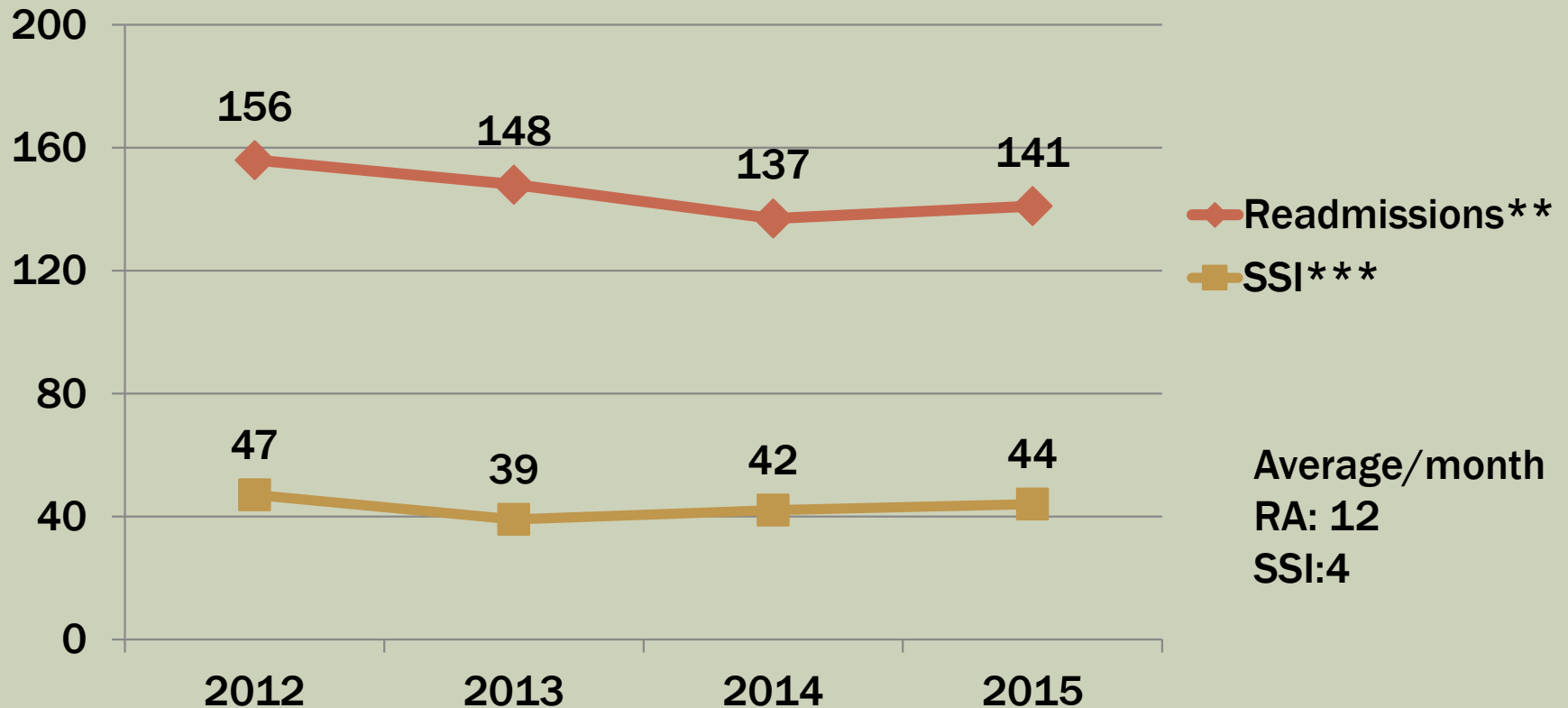
Jaipur

Karachi

Hyderabad



PROBLEM: POST-OP READMISSIONS & SSI*



* General Surgery Only

** In ER or Inpatient

*** Reported in clinic

Limitation

X Off campus reporting



Hospital Admission



Discharge



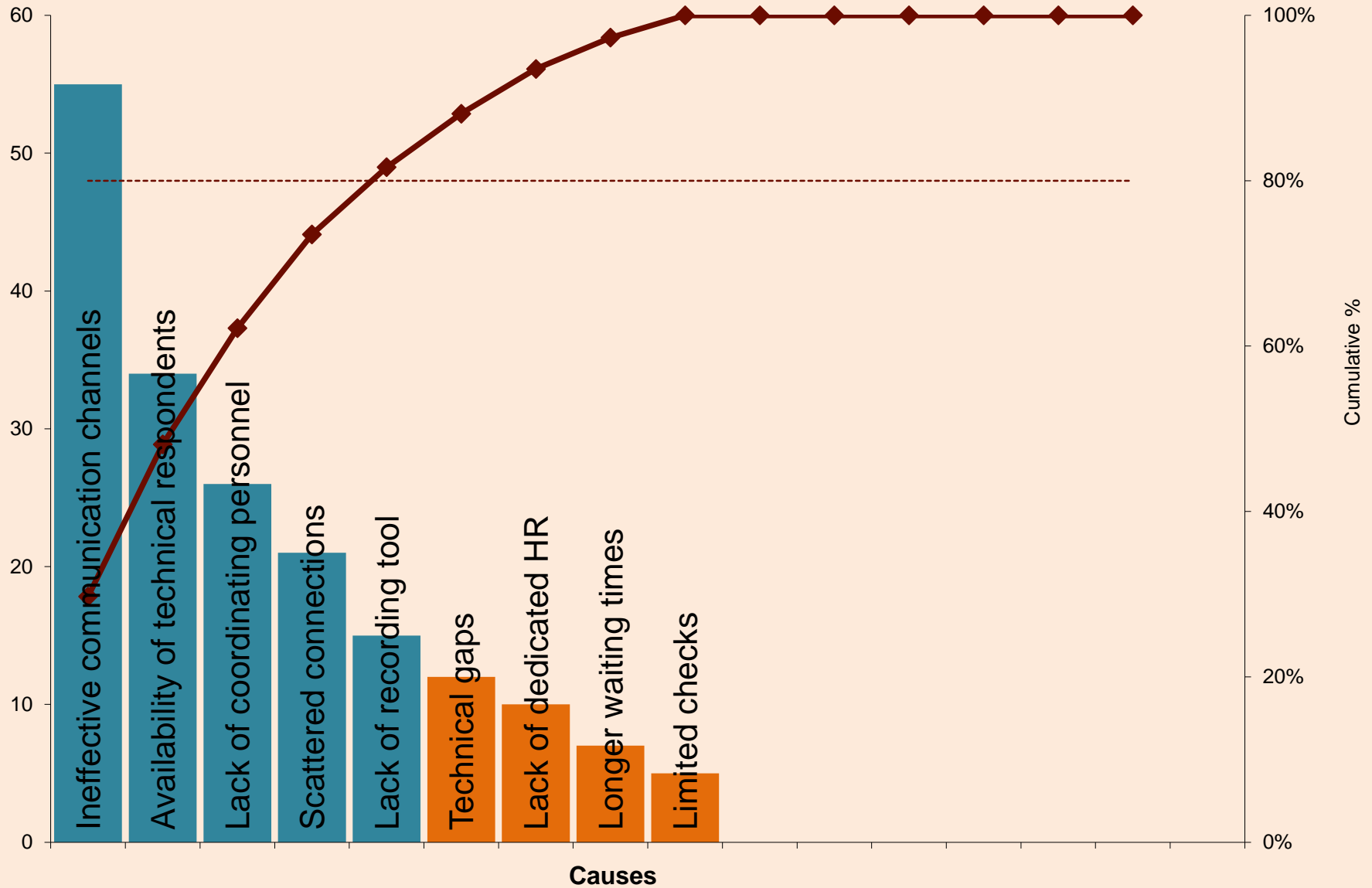
Follow up Consultation in One Week



More follow ups if needed

**Emergency Department/Ward
Contact Details**

Pareto Analysis



■ Vital Few

■ Useful Many

—◆— Cumulative%

- - - Cut Off %

EVIDENCE BASED PRACTICE

“Unsafe transitions of care from the hospital to the community are common and are frequently associated with post-discharge adverse events, including hospital readmission”

“In the vulnerable post discharge period, communication between patients and the healthcare system is one of the few modifiable factors that may reduce preventable readmissions.”

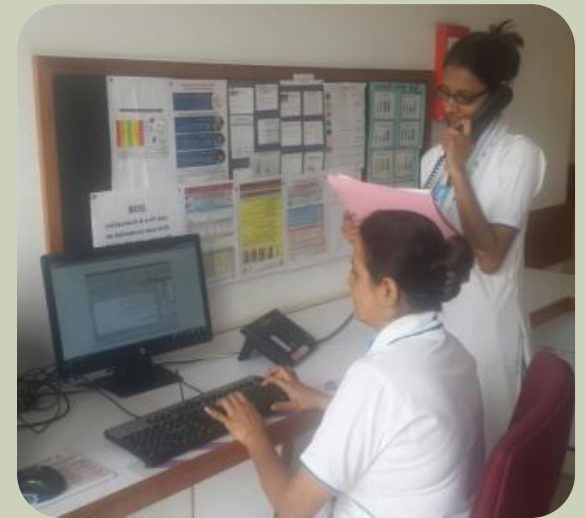
“Post-discharge communication is a common component of bundled discharge interventions.”

“Increased coordination after discharge was necessary to continue active management of the entire care episode to optimize outcomes and improve quality”

“Post-discharge care should focus attention not only on the primary index admission diagnosis, but also on the comorbidities.”

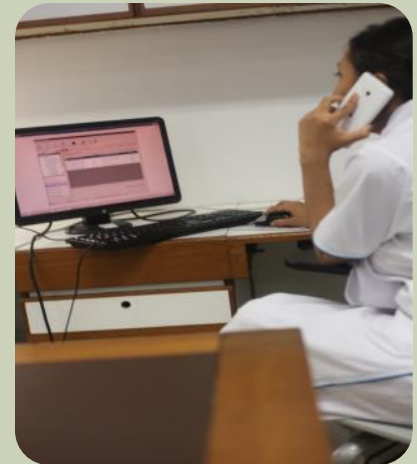
1. POST-DISCHARGE FOLLOW UP CALLS (PROACTIVE APPROACH)

- Within 48 hours of discharge, our clinical nurse coordinators (CNCs) call each patient to see if they are complying with discharge teachings.
- Call details are recorded.
- When clinical problems encountered, another call is generated in next 24-48 hours



2. PATIENT HOTLINE SERVICE (REACTIVE APPROACH)

- Piloted in June, 2016
- Specific mobile lines
- Managed by CNCs
- Data maintained and audited
- Use of smart phone communication apps
 - Whatsapp
 - Viber

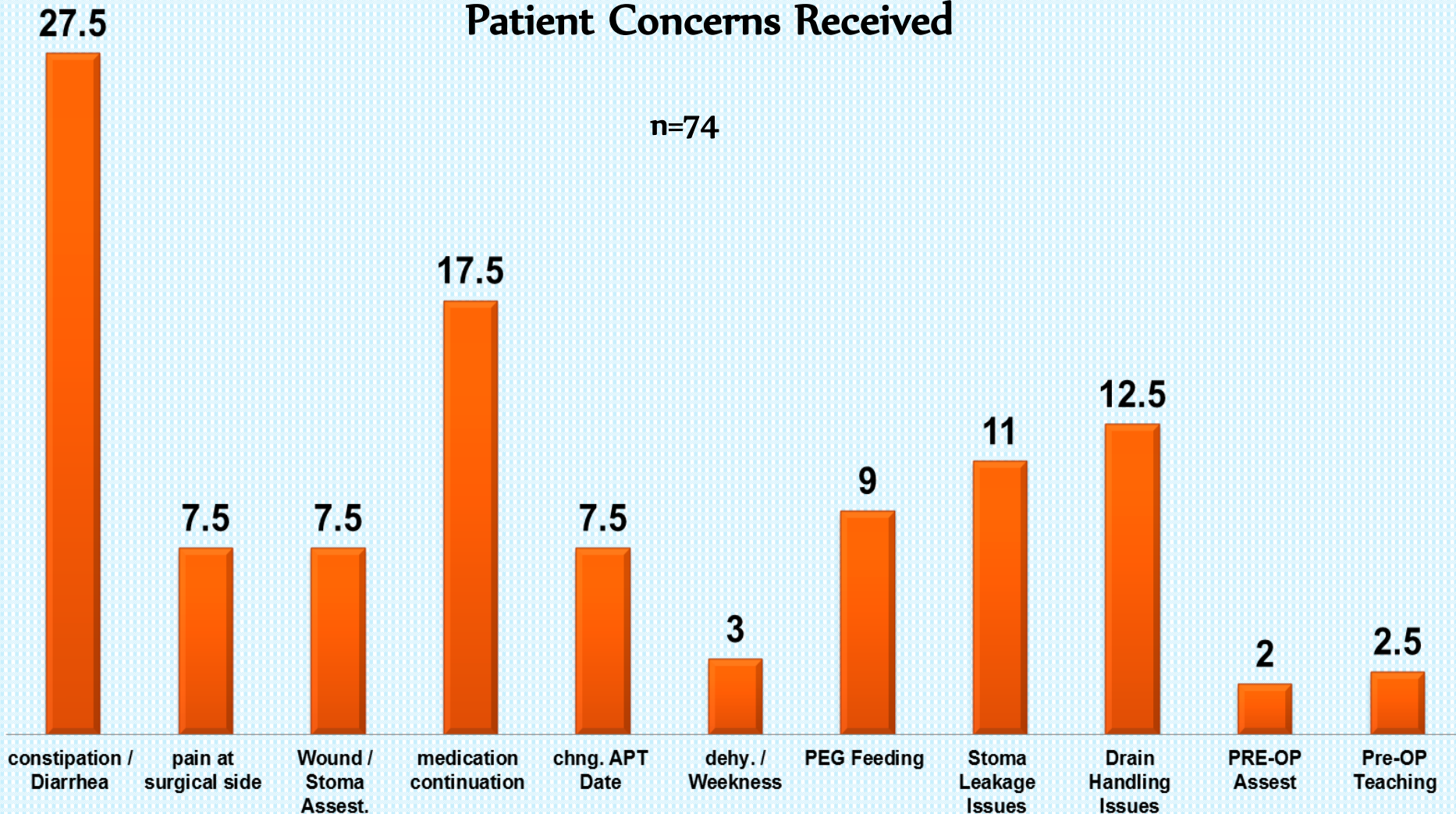


PILOT PHASE

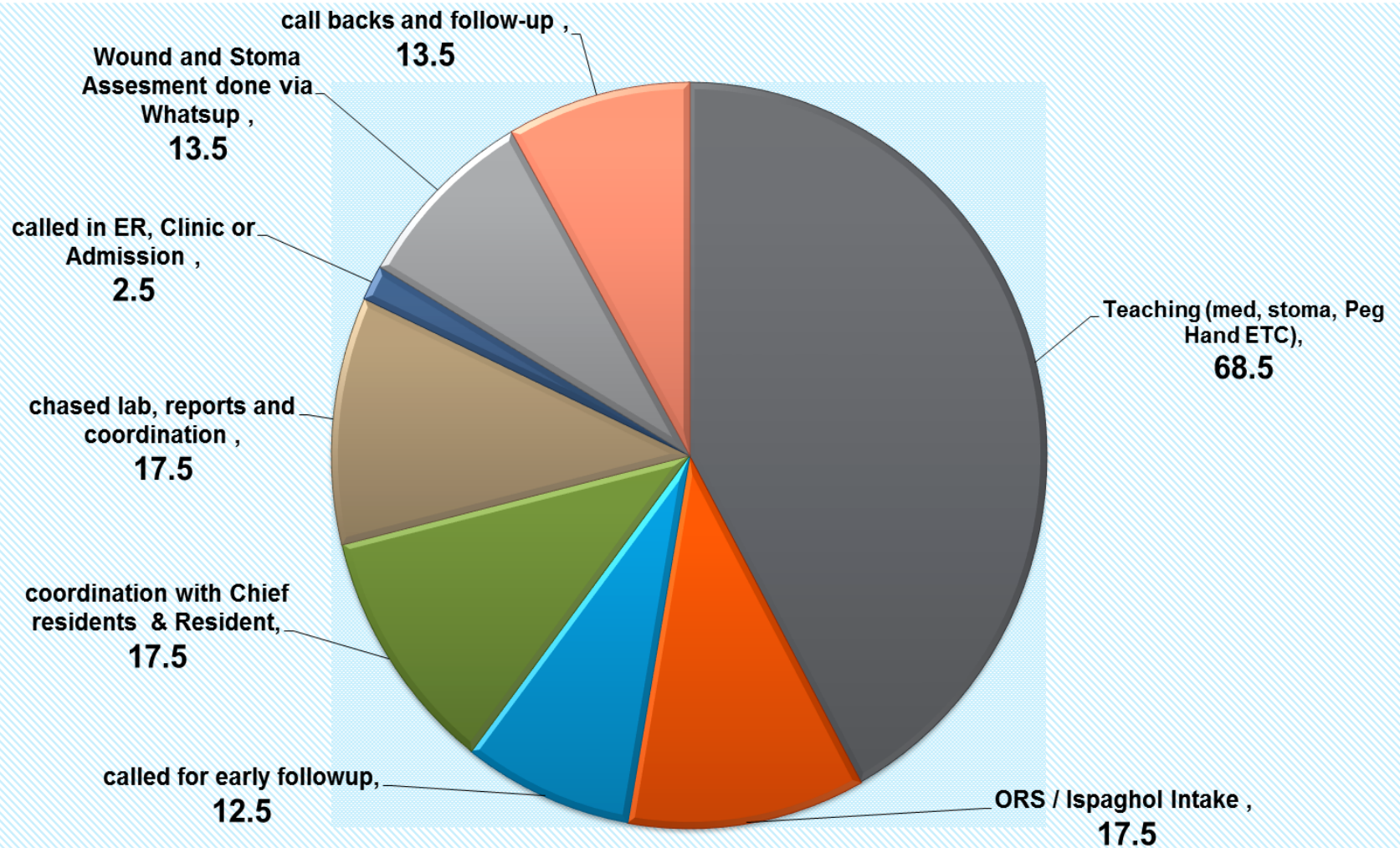
JUN-SEP, 2016

Patient Concerns Received

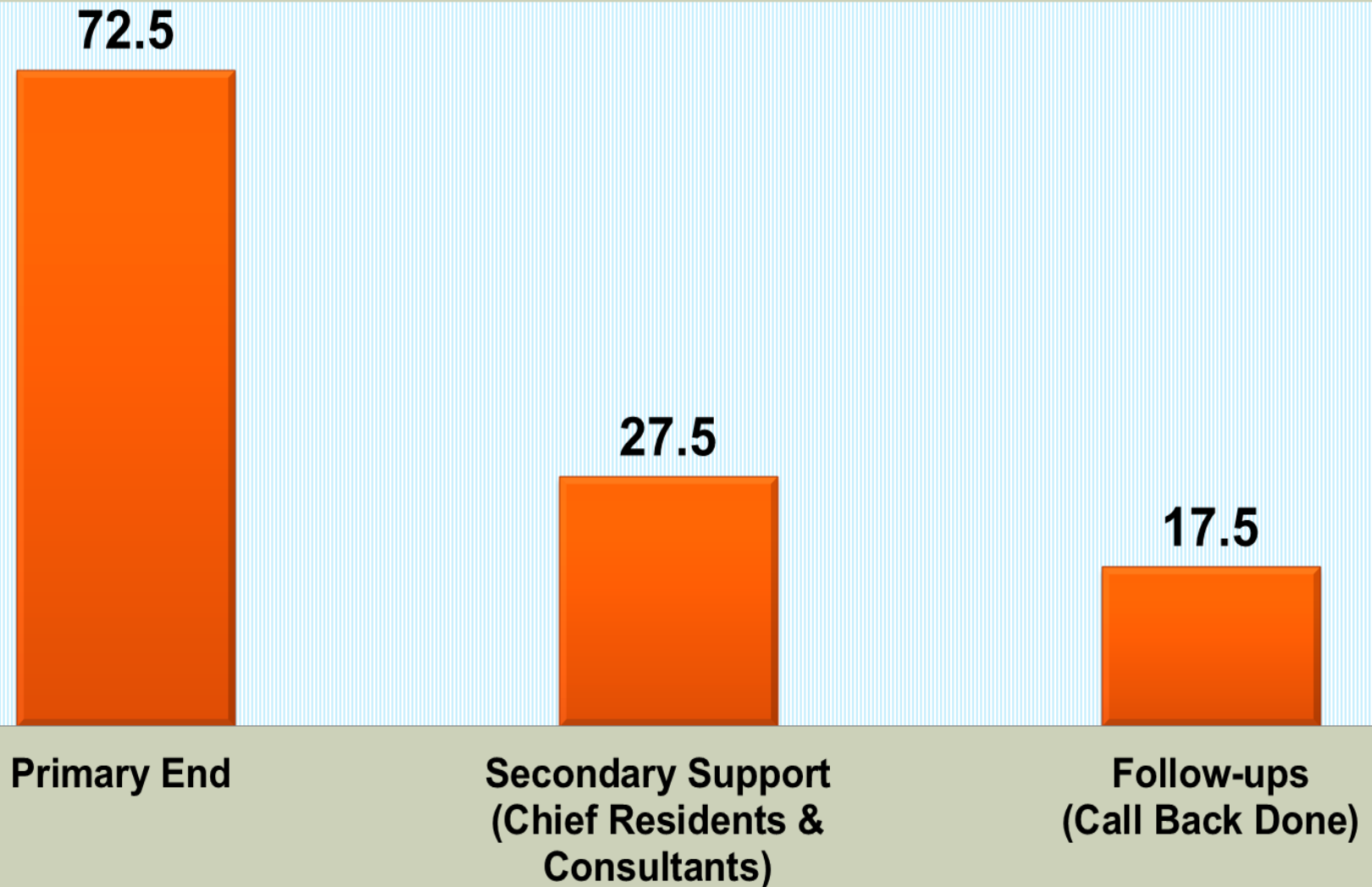
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OUR RESPONSES

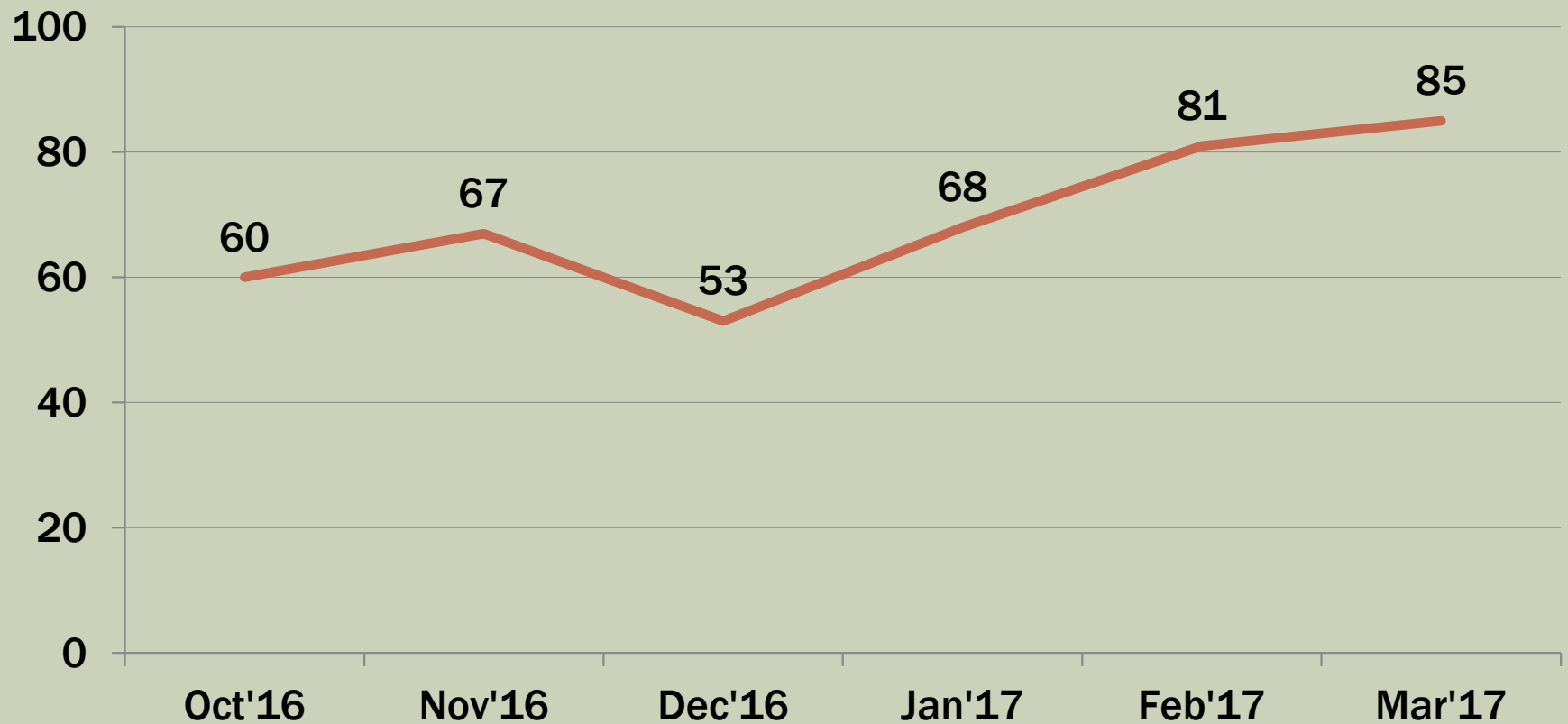


PROBLEMS IDENTIFIED AND SOLVED

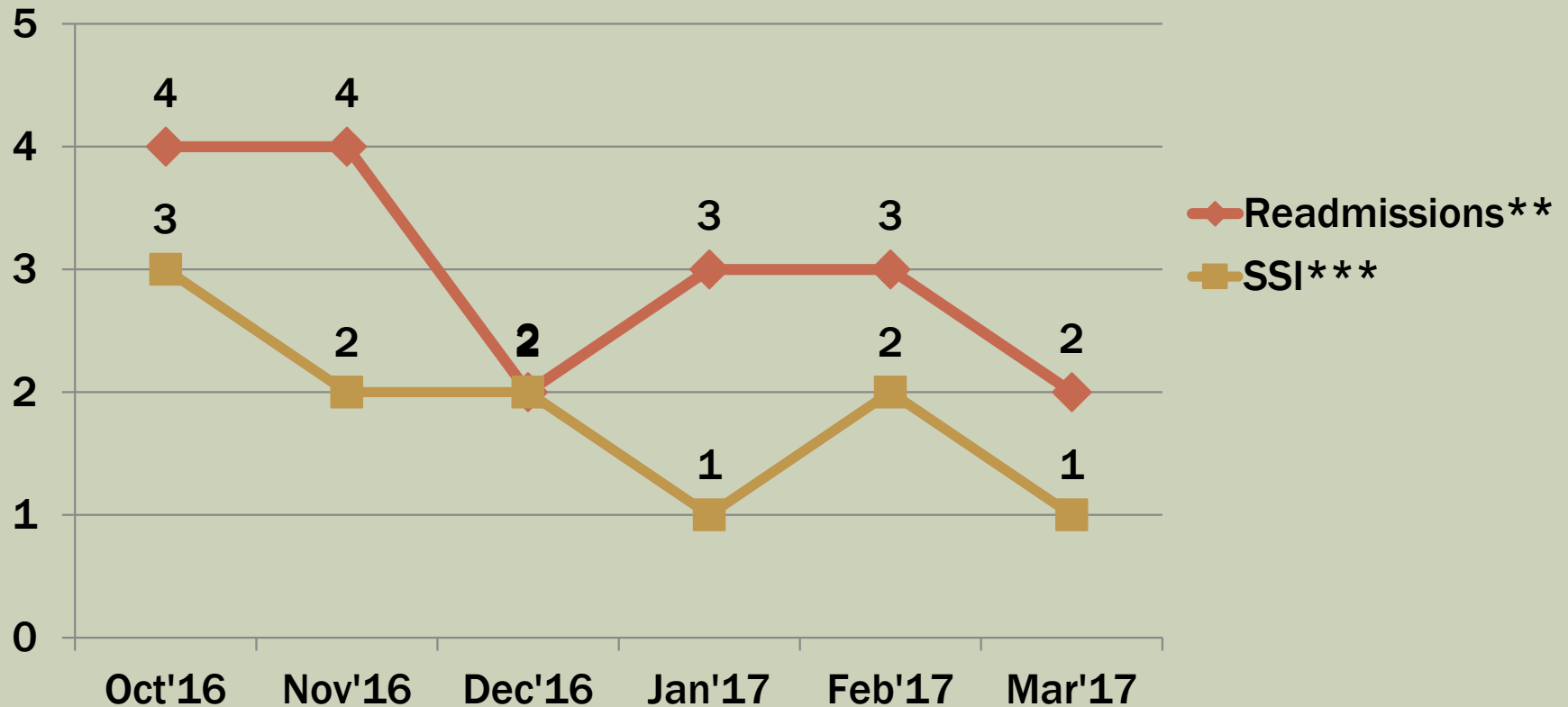


CALL RECORD (OCT'16-MAR'17)

No. of Calls



POST-OP READMISSIONS & SSI*



* General Surgery Only

** In ER or Inpatient

*** Reported in clinic

IMPACT

A Telephone Call That Sa x

https://hospitals.aku.edu/pakistan/success-stories/Pages/a-telephone-call-that-saved-my-life.aspx

A Telephone Call That Saved My Life

Usman, in his early 20's, was engaged and counting days to his wedding, when suddenly he started to experience bouts of uncontrollable vomiting. Dismissing it as an infection at first, Usman and his family got worried when the vomiting continued for the next 3 weeks. Apart from the continuous episodes of throwing up, Usman also had a recent history of weight loss without an identifiable cause.

Usman lives in Abbottabad and sought help in his hometown; but the local doctors were unsuccessful in diagnosing the cause of the repeated vomiting. His parents then decided to reach out to The Aga Khan University Hospital for medical assistance.

Usman's family called The Aga Khan University Hospital, Main Campus, Karachi, on the highly responsive General Surgery (GS) Hotline. The **Gastrointestinal (GI) and Surgery Service Line** provides this phone number to patients on their discharge summary. The discharge summary is a document letter that summarizes a patient's health condition and treatment given during their stay at the hospital, as well as follow-up care information, which is explained to the patient at their time of leaving the hospital. The primary objective of this number is to facilitate the discharged patient in seeking assistance regarding post-operative care or any complications that may arise once they are at home.

Commenting on the idea behind the GS Hotline, Rozina Khimani, Nurse Manager for the GI and Surgery Service Line said,



NEXT PHASE

- Home Health Care (HHC) visit within 48 hours, for open surgeries.
 - Bundle (Packaged) charging
- Implementation of ERAS program

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Thank You

