

# GEISINGER HEALTH SYSTEM

Reduced Their Odds for 30-Day Readmission by 44%

AMC Health

Geisinger is a physician-led organization that serves residents through PA. Founded in 1915, it serves over 2 million patients. Geisinger has two medical campuses, three hospitals, a 720 member group practice, a not-for-profit health insurance company and owns the Geisinger Center for Health Research.

## THE CHALLENGE

### IDENTIFYING & FIXING GAPS IN POST-DISCHARGE CARE

Geisinger Health System wanted to lower all-cause 30-day hospital readmissions amount Medicare Advantage patients.

- Studies show that 75% of re-hospitalizations may be preventable
- Medicare 30-day re-hospitalizations cost the U.S. \$15 billion annually
- Multiple telephone calls to patients identify gaps were effective, but required significant amount of staff time.

## THE PLAN

### USE TELEHEALTH TO IDENTIFY GAPS IN CARE

Geisinger and AMC Health recommended that interactive voice responsive (IVR) could be used to automate the routine calls to identify gaps, enhancing the case management program and improving quality of patient care and financial performance. The telehealth component alerted case managers when gaps in care were uncovered, enabling them to interview promptly to close the gaps.

## THE SUCCESS

### COMPREHENSIVE CASE MANAGEMENT WITH IVR YIELDS DRAMATIC RESULTS

Geisinger and AMC Health jointly developed and implemented an IVR strategy in 2008, beginning in two clinics and expanding the program to 42 sites. Geisinger case managers added the customized IVR to the existing post-discharge program as part of their comprehensive Medical Home case management model.

- ✓ Several hundred patients at one time
- ✓ **5,800 + participants** to date
- ✓ Patients in IVR program **lowered their odds for 30-day readmissions by 44%** compared to patients who received case management alone (n= 875, p<0.0004.)\*

\*Graham J; Tomcavage J; Salek D; Sciandra, J; Davis DE; Stewart WF. Postdischarge Monitoring Using Interactive Voice Response System Reduces 30-Day Readmission Rates in a Case-managed Medicare Population. Medical Care 50(1):50-57, January 2012.