WEBINAR BRIEF:

Harnessing the Power of Integration to Improve Clinical Outcomes and Patient Experience

Skilled nursing providers are spread thin in today's health care environment, but integration can be a key differentiator in terms of improving both patient experience and safety. Specifically, SNFs that integrate post-acute care with hospital services — including emergency and hospital medicine specialty services — can enable better metrics, better operational performance, and greater clinician retention and satisfaction.

This webinar brief is based on an April 2023 webinar featuring Dr. Nathaniel Kesner, a Regional Medical Director in TeamHealth's Southeast Group.

The problem:

Most clinical service lines operate as "silos", distinct entities with misaligned goals and independent objectives that impede efficiency.

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CAPITALIZING ON COLLISIONS

Figuring out what the problems are and what culture already exists. The next step is to create the integration plan:

1 PINPOINT WHERE THE ISSUES ARE

The first step is to construct a service line assessment. This could include a two-page survey asking team members to answer questions regarding the service lines they want to integrate. From there, integration leaders will sit down and influence these changes.

"We could talk to the providers who work at the post-acute facility and then we talk to the hospitalists or the ED physicians and we say, 'Hey what does this look like for your team?' We run through these 12 things and they rank [them]."

2 COMMUNICATE

There's no point in having a meeting or a discussion among leaders unless those leaders actually tell the staff what is going to be integrated. That's because they will be a big part of making it work. Co-management improves communication because it eliminates the back and forth between post-acute and hospital medicine, post-acute, and even the Emergency Department.

3 FOLLOW UP

Focus and measure - after spending the time to build the process it's important to make sure it is going to actually help the providers. Set a specific goal and set patient experience scores for goals.

"It's amazing to me how many people spend a lot of time building out an initiative, working through a culture change and then they pay no attention to it and just assume it worked. Then you may have to revise your target," says Dr. Kesner.

4 CREATE A COLLABORATIVE CULTURE

Confront the issues head on, change the environment, and expand.

Integration success for TeamHealth data includes decreased readmission rates and improved metrics for an overall better patient experience.

Taking a step back and evaluating the structure of a plan is integral when developing integration strategies. These steps for new integration not only help staff members to re-evaluate their roles but make sure they are doing everything to the best of their ability to provide quality care.

THE BENEFITS OF INTEGRATION:

- Improved quality of care
- Improved patient safety
- Fewer readmissions
- Improved patient experience
- Increased clinician satisfaction
- Increased client satisfaction
- Improved throughput and decreased length of stay