



An Effective Community-based Intervention for High Need / High Cost Patients

September 21, 2016

Verde Valley Caregivers Coalition (VVCC)'s Transitional Care Program provided intensive support to qualified high need / high cost adults to assure a successful transition from hospital stay back to their homes. VVCC's nurse-led transitional care team provided specialized support services during the first 30 to 60 days after discharge from Verde Valley Medical Center. VVMC, in turn, referred to VVCC patients discharged from regular admission, from observation, and from treatment in the Emergency Department. VVCC's support services included: letter of notification to primary care provider upon entry into the program, first visit with patient while in the hospital, home visit within one day of discharge and weekly or more often, along with numerous phone calls. At the conclusion of the 30-day Transitional Care service, patients were able to move to VVCC's regular assistive services—the patients are not “discharged” from VVCC's program. VVCC provided Transitional Care services and its regular services without charge to its clients.

VVCC launched its initial pilot for Transitional Care in April 2012 with a small grant from The Arizona Republic/12 News. In October 2012, Verde Valley Medical Center partially funded the second phase pilot, providing funding for a full-time Transitional Care Manager RN and a part-time RN Team Leader. Since October 2012, the results of the second phase pilot, with partial funding from VVMC, were overwhelmingly successful. VVCC has demonstrated the ability of a community-based service to provide effective Transitional Care services to patients, with complex, chronic medical conditions, who are living alone and with little or no social supports in the community.

Key Points

- 670 patients served from October 2012 – December 2015
- Program team of staff nurses and retired volunteer nurses
- Local acute care hospital accurately assesses and refers high need / high cost patients
- Acute care facility funds 70% of costs, private foundations and local funders provide 30% of funding
- Combines traditional transitional care services plus intensive community-social services
- Patient care shifts to lower cost settings
- Health outcomes and patients' ability to live independently improve
- Cost: \$850 per patient

