Transitions of Care (TRC)

- Introduced as a new HEDIS hybrid measure in 2018
- Aims to capture discharges that meet all indicators; in one OP record
- Eligible population 18 and older; exclusion hospice
The Objectives

- The Four Indicators of TRC
- What meets Criteria
- What is Key to TRC
- What is Mercy Care’s Role
- Where to find Resources
The Four Indicators of TRC

- Notification of Inpatient Admission
- Receipt of Discharge Information
- Patient Engagement Post-Discharge
- Medication Reconciliation Post-Discharge
Notification of Inpatient Admission

Documentation of receipt of notification of inpatient admission

Date of receipt = the day of admission through 2 days after admission (3 days total)

Date notification received must be clearly evident
Receipt of Discharge Information

Date of receipt = the day of discharge through 2 days after discharge (3 days total)

Date discharge information received must be clearly evident

Documentation of receipt of discharge information
Patient Engagement Post-Discharge

Documentation of patient engagement within 30 days after discharge

Engagement can be in the form of an outpatient or in-home visit, or via telehealth, telephone or virtual check-in
Medication Reconciliation Post-Discharge

Medication Reconciliation documented as reviewed anytime from the day of discharge through 30 days after discharge (for 31 days total)

Can only be conducted by a prescribing provider, a clinical pharmacist, or a registered nurse
What meets Criteria for TRC
## What meets Criteria for...

### Notification of Inpatient Admission

<table>
<thead>
<tr>
<th>Communication from ER or inpatient providers or staff</th>
<th>Communication through HIE, ADT, or shared EMR</th>
<th>Communication from Mercy Care</th>
</tr>
</thead>
</table>
A few more examples..

**Notification of Inpatient Admission**

| The PCP or ongoing care provider admitted member or placed orders during the stay | The PCP or ongoing provider completed a pre-admission exam; or was notified of a planned admission | A specialist admitted member and notified the PCP or ongoing care provider |
What meets Criteria for...
Receipt of Discharge Information

Not Receipt of Notification
Receipt of Information
Information to be included at a minimum

- Practitioner responsible for care during inpatient stay
- Procedures or treatment provided
- Discharge diagnoses
- Current medications
- Test results
- Instructions for patient care post-discharge
What meets Criteria for…
Patient Engagement Post-Discharge

Outpatient Visit: Face to face in-office or in-home

Telephone, telehealth or virtual check-in
## What meets criteria for...
### Medication Reconciliation

<table>
<thead>
<tr>
<th>Documentation of current medications</th>
</tr>
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<tbody>
<tr>
<td>With evidence of med reconciliation at time of post-hospital engagement</td>
</tr>
<tr>
<td>With evidence of med reconciliation in the discharge summary (filed in outpatient record)</td>
</tr>
<tr>
<td>With evidence of a completed med reconciliation in a chart notation</td>
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</tbody>
</table>
Documentation of the following also meets criteria:

A current med list, a discharge med list, and a notation both were reviewed on the same DOS

Med reconciliation performed without the member present
What is Key to TRC?
Key Item: Documentation

- Awareness or acknowledgment of hospital stay
- Presence of current medications – either within note or in chart
- Clear evidence of the date when communication was accessible or received
Key Item: Timing

- Fax availability – weekends and holidays count
- Follow up
  - ER referral
  - DC notification
- Shared EMR/HIE
- Patient engagement on the day of discharge does not count; med reconciliation does
Other Key Items...

The Right Provider
- PCP or ongoing care provider

Source
- One record
What is Mercy Care’s Role?

Outreach
Internal workflows
Ways of communication
Resources

For more information go to Mercy Care Advantage for Providers website

https://www.mercycareaz.org/providers/advantage-forproviders

Search under Provider Manual and HEDIS Information tabs
Contact Information

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Thank You