



# Transitions of Care

Provider Webinar 2020

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# 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



Documentation  
of 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

# 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

Communication  
from ER or  
inpatient providers  
or staff

Communication  
through HIE, ADT,  
or shared EMR

Communication  
from Mercy Care

# 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

## Documentation of current medications

With evidence of  
med reconciliation  
at time of post-  
hospital  
engagement

With evidence of  
med reconciliation  
in the discharge  
summary (filed in  
outpatient record)

With evidence of a  
completed med  
reconciliation in a  
chart notation

# 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?

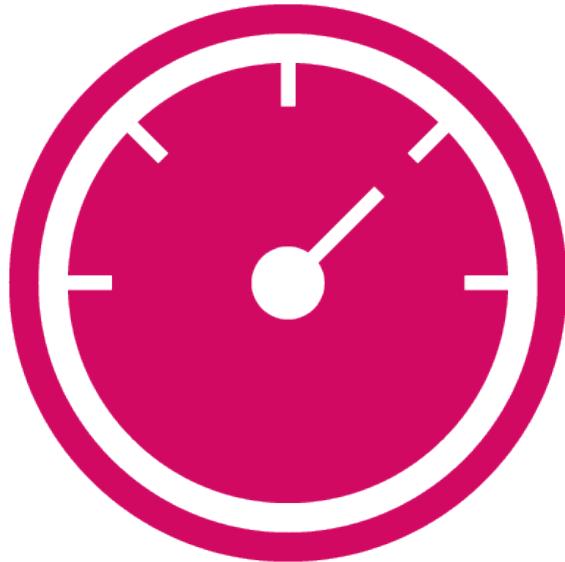


# Key Item: Documentation



- 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?

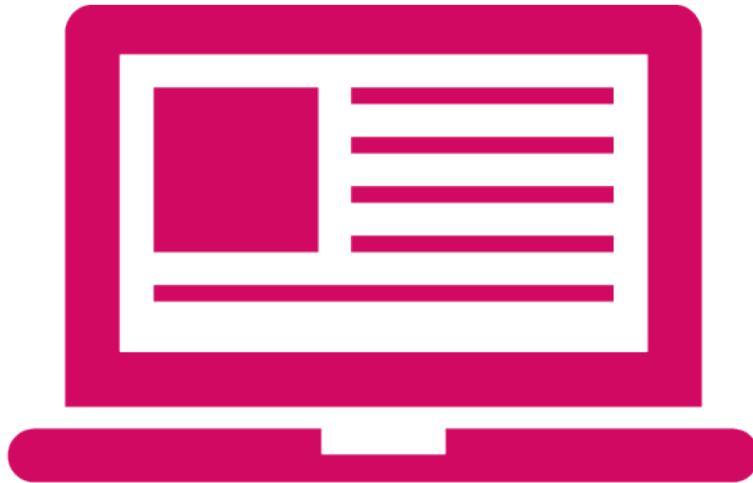


Outreach

Internal workflows

Ways of  
communication

# Resources



For more information  
go to  
Mercy Care Advantage  
for Providers website

[https://www.mercycareaz.org  
/providers/advantage-  
forproviders](https://www.mercycareaz.org/providers/advantage-forproviders)

Search under Provider Manual  
and HEDIS Information tabs

# Contact Information

## Network Management Department

- [MercyCareNetworkManagement@MercyCareAZ.org](mailto:MercyCareNetworkManagement@MercyCareAZ.org)
- 602-263-3000 or 1-800-624-3879,  
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## Quality Management Department

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# Thank You

