



# Transitions of Care

Provider Webinar 2019

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# Transitions of Care (TRC)

Released as a new HEDIS hybrid measure in 2018

Aims to capture discharges that meet all components

Eligible population 18 and older; exclusion hospice

# The Objectives

The Four  
Components of  
TRC

What meets  
Criteria

What is Key to  
TRC

What is Mercy  
Care's Role

Where to find  
Resources

# The Four Components of TRC – also called sub-measures

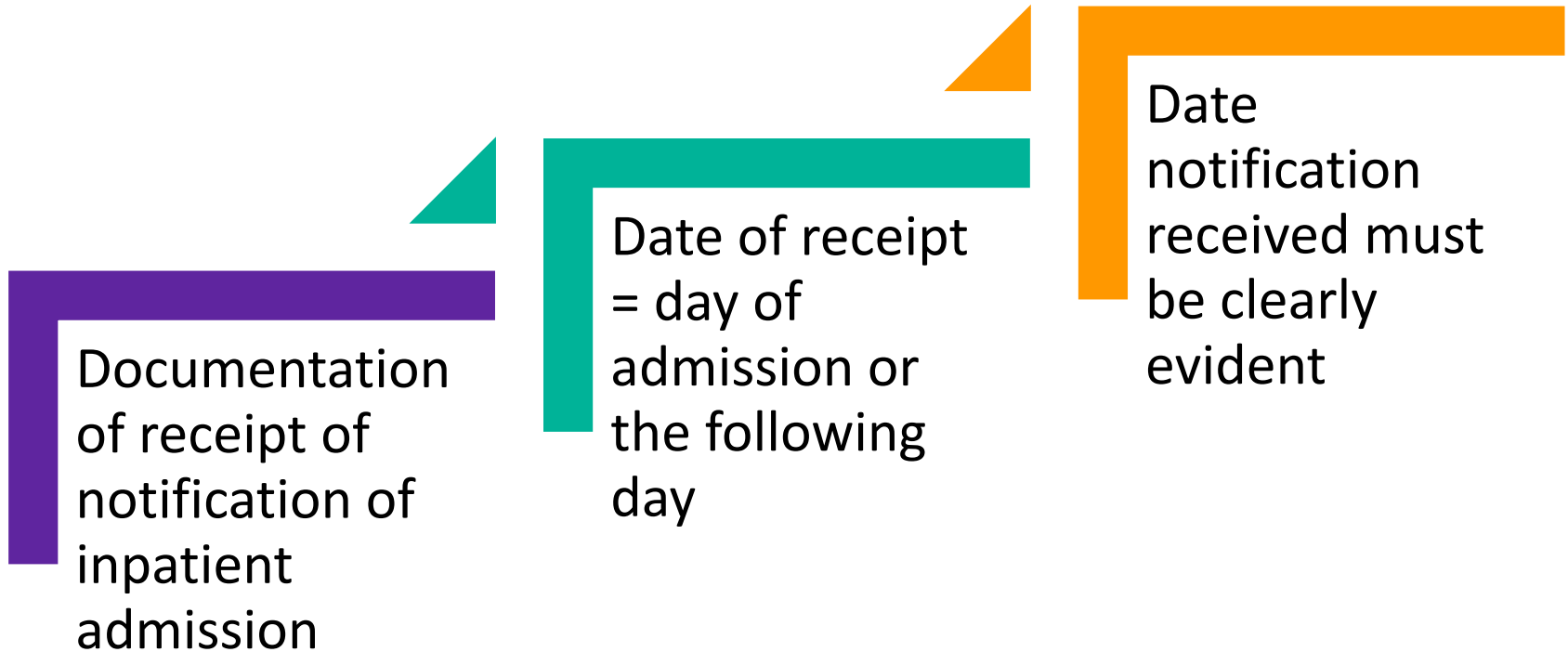
Notification of Inpatient Admission

Receipt of Discharge Information

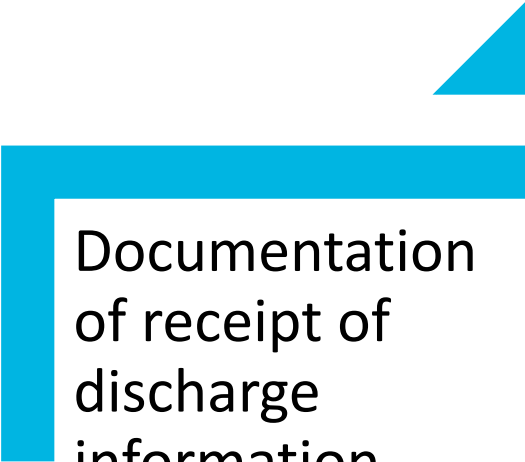
Patient Engagement Post-Discharge

Medication Reconciliation Post-Discharge

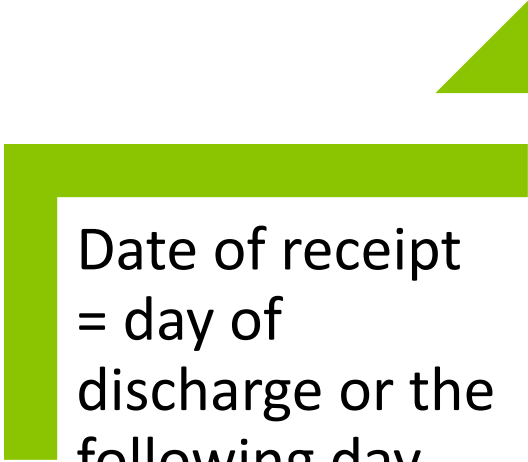
# Notification of Inpatient Admission



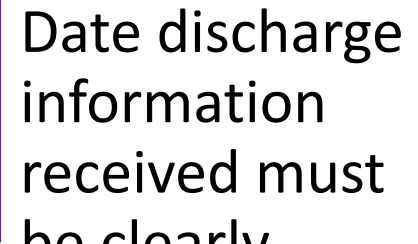
# Receipt of Discharge Information



Documentation  
of receipt of  
discharge  
information



Date of receipt  
= day of  
discharge or the  
following day



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 visit, visit in the home, or via telehealth

# Medication Reconciliation Post-Discharge



Medication Reconciliation documented as reviewed on 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 EMR

Communication  
from Mercy Care

# A few more examples..

## Notification of Inpatient Admission

The PCP or ongoing care provider admitted member or placed orders for tests

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



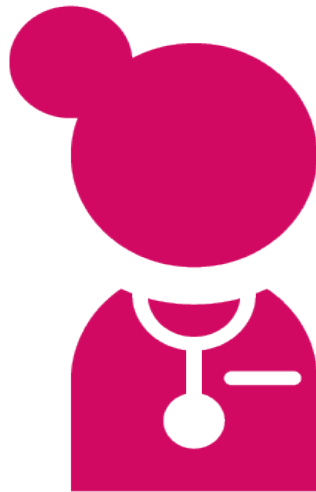
Receipt of Information

# 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 to the PCP or ongoing care provider for patient care

# What meets Criteria for... Patient Engagement Post-Discharge



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



Telehealth Visit: Real-time via telephone or video-conference

# 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

# What is Key to TRC?





# Key Item: Timing



- Clear evidence of date of receipt
- Fax availability – weekends count
- Upload/shared EMRs
- Follow up – ER referral
- Patient engagement on the day of discharge does not count; med reconciliation does

# Key Item: Documentation



- Location
- Updates
- Presence of current medications – either within note or in chart
- A review of current med list and discharge med list: need notation both were reviewed on the same DOS

# Other Key Items...

## Acknowledgment

- Inpatient Admission
- Discharge medication

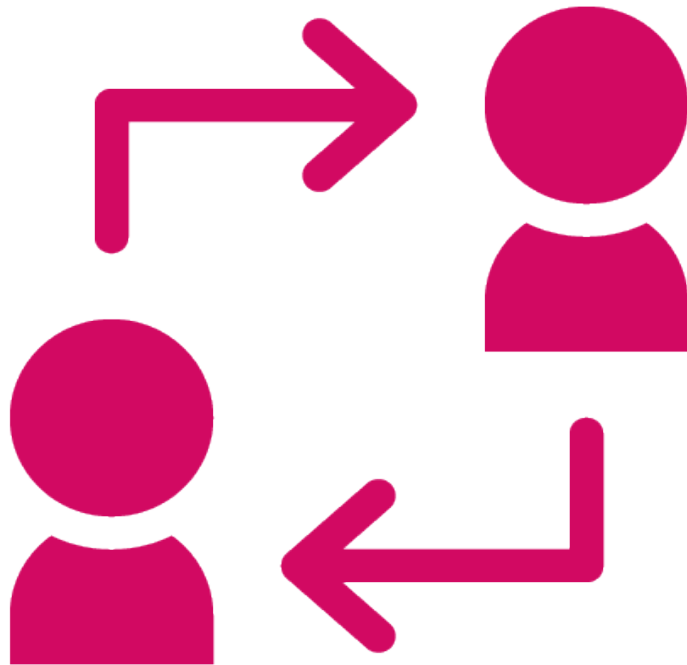
## The Right Provider

- PCP or ongoing care provider

## Source

- One record only
- Notification

# What is Mercy Care's Role?



Internal: Coordination to ensure timely receipt of Inpatient and Discharge Notification from Mercy Care to Provider Offices

External: Coordination of communication between Hospitals and SNFs and Provider Offices

# Resources



## TRC Information

Found on the Provider  
Website under the  
HEDIS tab

# Contact Information

## Provider Relations Department

- 602-263-3000 or 1-800-624-3879
- Express Service Code 631

## Quality Management Department

- Anne-Marie Van Maanen
- 480-798-6137

# Thank You

