



More time for TRC – Transitions of Care

What is TRC? You likely have heard of this hybrid HEDIS® measure though it is still fairly new and prone to growing pains. It was introduced in 2018 and, as the name implies, it centers on care transitions from acute (or non-acute) inpatient settings and looks at the percentage of discharges for members 18 and older that meet all four indicators below:

- ❖ **Notification of Inpatient Admission.** Documentation of receipt of notification of inpatient admission *on the day of admission through 2 days after the admission (a day added for a total of 3 days)*.
- ❖ **Receipt of Discharge Information.** Documentation of receipt of discharge information *on the day of discharge through 2 days after the discharge (a day added for a total of 3 days)*.
- ❖ **Patient Engagement Post-Discharge.** Documentation of engagement (office visits, in-home visits, telehealth, telephone, or virtual check-ins) provided *within 30 days after discharge*.
- ❖ **Medication Reconciliation.** Documentation of reconciliation *on the date of discharge through 30 days after discharge*.

The source. Documentation in any outpatient record that is accessible to the provider is eligible for use in reporting (this includes records available via HIE, shared EMRs). The focus is the record belonging to the PCP or ongoing care provider.

How can you affect outcomes? One, ensure clear evidence of date of receipt. When it comes to the first two indicators: print dates, generation dates, fax dates, upload and filed dates; these all help determine when information is accessible to the provider. Second, follow up, such as after a provider referral to the ER; an ER referral does not meet the notification of admission indicator. Nor does notification received from family or caregiver. And when only a discharge notification arrives, follow up and retrieve or request the discharge *information*.

More information. For measure specific guidelines and more tips on ways to affect outcomes, please visit <https://www.mercycareaz.org/>, Mercy Care Advantage, HEDIS tab for dedicated information sheet on TRC.