



# Care Coordination Quickinar Series 5: Readmission Super Utilizers

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Health Services Advisory Group (HSAG)

March 15, 2022

# OBJECTIVES

A close-up photograph of a hand in a dark suit jacket and white shirt cuff, pointing towards the text. The hand is positioned on the right side of the slide, with the index finger pointing towards the word 'OBJECTIVES'.

- Define “super utilizer” as it relates to care coordination and readmissions.
- Describe the impact of super utilizers in healthcare settings.
- Discuss care management/care transition strategies to address super utilizers.
- Identify available resources in your community.

# To Do's by Today (March 15, 2022)

**1**

Complete the care transitions assessment.

**2**

Complete a root cause analysis (RCA) to identify factors contributing to gaps.

**3**

Develop a strategy tree and implement identified tactics.

# 2022 Care Coordination Journey

1. **Assessment:** Complete the care transition assessment and RCA to identify your program's strengths and opportunities for improvement.
2. **Strategy Selection:** Evaluate findings, review resources, and select the most appropriate strategy to address your gap.
3. **Implementation:** Develop a strategy tree and implement tactics.
4. **Monitor Results:** This is how you can determine if the strategy is working and make adjustments to your intervention accordingly.
5. **Learn:** Attend HSAG Care Coordination quickinar sessions to learn from subject matter experts.





**Casey Grover, MD**  
**Reb Close, MD**  
**Thomas Muir, LCSW**  
**Montage Health**



Questions?

# Continuing the Care Coordination Journey

**Next Steps ...**

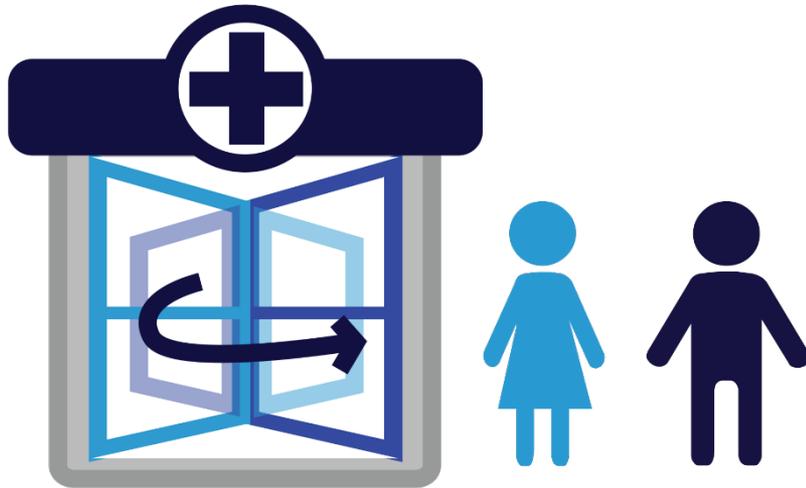
**Strategies for Implementation and  
Monitoring Results**

# Our Next Care Coordination Quickinar

## Hot Spotting and Resources

Tuesday, April 5, 2022 | 11 a.m. PT

[bit.ly/cc-quickinars](https://bit.ly/cc-quickinars)



**Preventing patients from getting trapped in a revolving door of admission, discharge and readmission**

# Care Coordination Quickinar Series

## Care Coordination During a Pandemic

Tuesday, January 18, 2022 | 11:00–11:30 a.m. PT



## Care Transitions Assessment Overview

Tuesday, February 1, 2022 | 11:00–11:30 a.m. PT



## Gap Root-Cause Analysis (RCA)

Tuesday, February 15, 2022 | 11:00–11:30 a.m. PT



## Strategy Tree Development and Implementation

Tuesday, March 1, 2022 | 11:00–11:30 a.m. PT



## Readmission Super Utilizers

Tuesday, March 15, 2022 | 11:00–11:30 a.m. PT



## Hot Spotting and Resources

Tuesday, April 5, 2022 | 11:00–11:30 a.m. PT

## Measuring Progress | QIP Performance Dashboard

Tuesday, April 19, 2022 | 11:00–11:30 a.m. PT

## The Role of Health Equity in Care Coordination

Tuesday, May 3, 2022 | 11:00–11:30 a.m. PT

## The Impact of Health Literacy

Tuesday, June 7, 2022 | 11:00–11:30 a.m. PT

## Teach-Back: A Strategy to Impact Health Literacy

Tuesday, July 5, 2022 | 11:00–11:30 a.m. PT

## Community Collaboration Meetings

Tuesday, August 2, 2022 | 11:00–11:30 a.m. PT

**REGISTER NOW!** More info at: <https://www.hsag.com/cc-quickinars>

# To Do's by the Next Quickinar (April 5, 2022)

**1**

Review Gap RCA and highlight key findings.

**2**

Develop a SMART\* goal and complete a strategy tree.

**3**

Review implementation strategy.

# Please Take 5 Seconds and Let Us Know



We want this call to be meaningful to you, so we need your input.

At the end of the webinar, you will be asked **one question** to determine if this call equipped your organization to begin implementing care coordination practices.



# Thank you!

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