

SUMMARY OF HAMPTON ROADS CARE TRANSITIONS PROJECT

Senior Services of Southeastern Virginia (SSSEVA) is a private nonprofit area agency on aging. Currently SSSEVA has a pilot project with two hospitals entitled the Hampton Roads Care Transitions Project (HRCTP). The goal of the pilot is to improve the quality of care for adults age 65 and older with chronic illnesses by ensuring their needs are met during the transition from hospital to home. For the Practice Change Leader project SSSEVA will be expanding HRCTP to include a third hospital partner.

SSSEVA uses the Coleman Care Transitions Intervention Model (CTI®), an evidence based model that educates and empowers the patient. The target population is seniors ages 65 and older with diagnosis of Congestive Heart Failure (CHF), Acute Myocardial Infarction (AMI), Pneumonia (PNEU), and Chronic Obstructive Pulmonary Disease (COPD), Diabetes, and Sepsis who are discharged from the hospital to a community based setting. Referrals for the pilot will be identified jointly by hospital care coordinators and the transitions coach. SSSEVA has seven staff who are certified as CTI® coaches. In this model, the Transitions Coach will visit the patient in the hospital prior to discharge and then follow up with one home visit and three phone calls. The self-care skills gained during the 30 day intervention include medication self-management and increased awareness of symptoms, better communication with treatment providers, and recognizing warning signs that trigger the need for care and how to respond. Transition Coaches will have access to the hospital's EMR making discharge and readmission information easily obtained.

In addition SSSEVA will link patients with other resources as needed. Examples of these resources include transportation to medical appointments, meals on wheels, benefits counseling, caregiver support, and linking with other agencies for basic needs such as housing, food, and socialization. SSSEVA will also encourage patients to participate in wellness education programs that will reinforce the self management skills they have gained through CTI®. Several evidence based wellness programs are offered by SSSEVA including the Chronic Disease Self Management Program, developed by Stanford University.