

# **Nashua Community Care Coordination Collaborative**

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June 29, 2016



# Members...Southern NH

- Acute Care Hospitals
- Acute Rehabs
- Nursing Homes
- Home Health Agencies
- Physician Practices
- EMS
- Assisted Living Facilities
- St. Joseph Community Services, Inc
  - Meals on Wheels
- Harbor Homes
- NE QIN - QIO

# NCCC - Structure

- Steering Committee
  - Representation from Acute Care, Nursing Homes, Home Health, Physician Practices, QIO
- Quarterly Meetings for all members
  - work group updates and outside presentations
- Basecamp
  - Web based communication tool
- Surveys
  - Measure effectiveness of meeting content, education and where to focus next

# Community Service Presentations

- Harbor Homes
- Granite State Independent Living
- Brain Injury Association
- NH Medicaid
- NE QIN-QIO Medication Safety in Care Transitions

# Resources from the NE QIN – QIO Qualidigm

- Analytic Support
  - Quality reports on re-admission comparing the Nashua Community vs. State vs. Regional
  - Quarterly Readmission Reports per facility
    - Hospital
    - SNF
- Best Practice Resources
- Evidence Based Tools and Education
- Research
- Participation in Community Events
- Access to CMS Funded Resources

# Work Group Presentations

- Readmission Work Group
  - Next Steps: Pilot medication reconciliation tool for community discharge medication reconciliation tying in community pharmacists
- Care Coordination Work Group
  - Next Steps: Analyze survey data, identify areas overlap in care coordination across the continuum, triage contact for each facility to assist with ease of communication

# Upcoming

- Develop patient & family education on “What to expect when transferring to different levels of care (SNF/Acute Rehab/Home Care/ Assisted Living)
- Community Event around Medication Reconciliation
  - Collaborate w/ the Fire Department and Community Medication Take Back.
- Medicaid Eligibility – Presentation from MCD

# Upcoming

- Transitions Care Management
  - Many programs being established
  - Share information, best practice, outcomes
- Compare & Contrast Quality Measures
  - Focus on a few cross continuum measures
- Shared Community Benchmark Goals
  - Reducing community re-hospitalization rates
  - Assess areas that would improve community/population health



**Thank you...**

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**Questions?????**