



# CARE COORDINATION

## Overlook Nursing and Rehabilitation Center, Pascoag, RI

In recognition of organization-wide commitment to quality improvement, as exemplified by the achievement of American Heart Association (AHA) certification for helping heart patients avoid rehospitalization.



### American Heart Association - Certified Care Skilled Nursing Facility

#### BACKGROUND

- A skilled nursing and rehabilitation center that has been providing quality health care services to Rhode Islanders since 1957.
- Overlook’s team of healthcare professionals strives to partner with each resident and their family members to achieve maximum recovery and maximum satisfaction, all in a warm and caring setting.

Heart failure (HF) is the second leading cause of hospital readmissions in the Greater Providence community served by Overlook, with a rate of 8.2% for the period July 2022 to June 2023. It is also the second most common chronic condition in the community with 37.1% of beneficiaries having been diagnosed with HF. The region has seen a concurrent increase in the number of patients with HF discharged from the hospital to a skilled nursing facility (SNF). Many of these patients are frail with significant comorbidities; mobility, and cognitive impairments; and inadequate home support.

#### GOALS

Improving the care of patients who have been hospitalized with HF required improvements in mental health, nutrition, exercise, symptom self-monitoring, follow up compliance, medication compliance, patient/caregiver education, care transitions, management of implantable devices, palliative care, and measurement of quality outcomes. Achievement of the AHA’s Skilled Nursing Facility Heart Failure Certification is dependent upon adherence to evidence-based guidelines and requirements that lead to improved outcomes for HF patients.

#### THE TEAM

**Multidisciplinary Team** – Medical Director, Administrator, Director of Nursing, Nurse Educator, Cardiology, Palliative, PT/OT/ST, Social Worker, Pharmacist, Dietician, Owners, Board of Directors

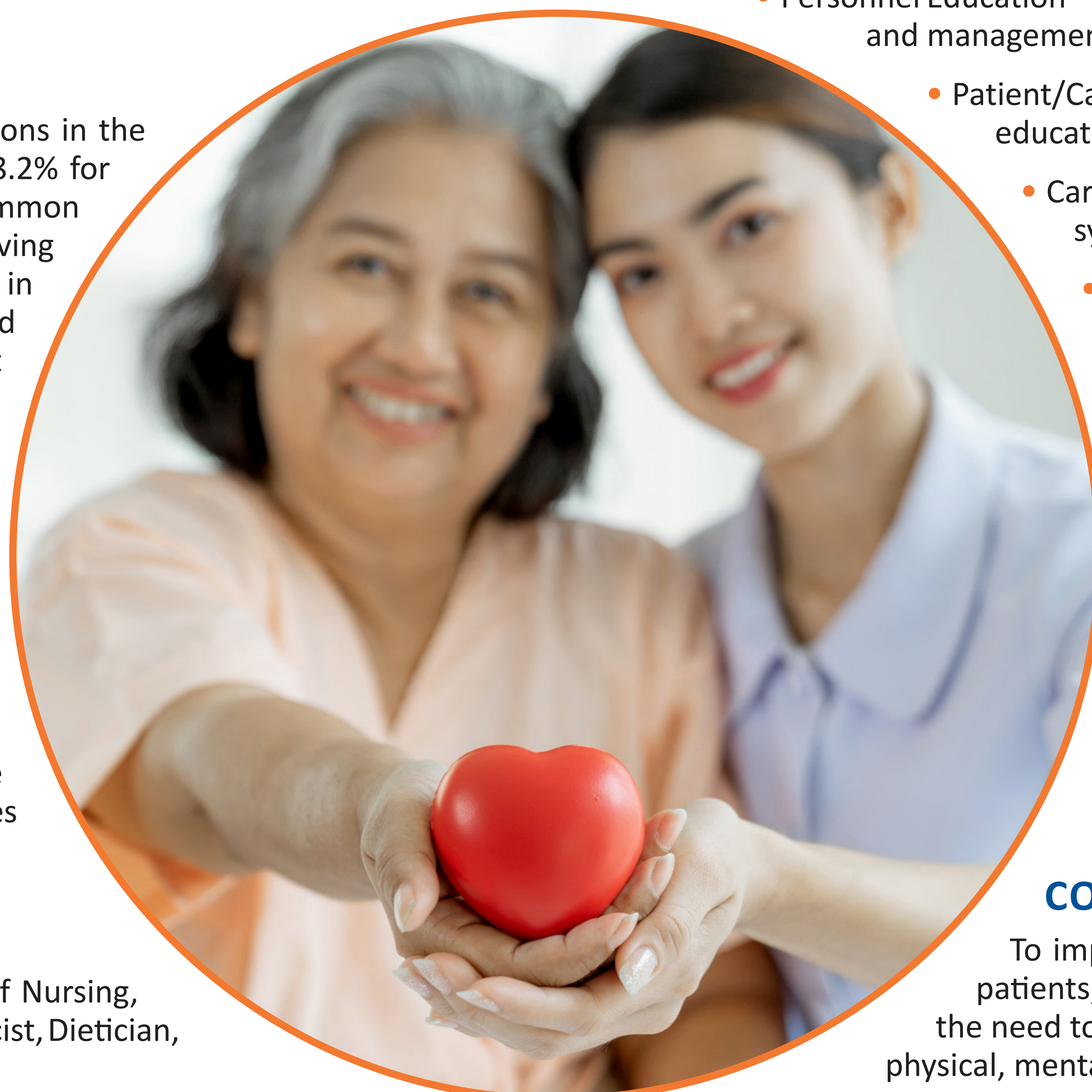


#### APPROACH

##### Pillars of Certification

Overlook demonstrated achievement of the following pillars as part of the certification process:

- Program Management - the mission, goals, scope, and structure of the program must be defined.
- Personnel Education—staff must have knowledge, experience, and training for the monitoring and management of HF patients.
- Patient/Caregiver Education— patients/caregivers must receive individualized HF education and support.
- Care Coordination— the facility must demonstrate coordination across a system of care.
- Clinical Management— the facility must demonstrate an ability to provide care to patients with HF.
- Performance Improvement—the facility must measure quality improvement on an ongoing basis, with adherence to evidence-based guidelines.



#### RESULTS

Armed with advanced education, enhanced technology, and a strong commitment to improving care for HF patients, during the period of September 2022 to August 2023, the facility achieved an overall relative improvement rate (RIR) of 57% for long- and short-term emergency department readmission rates and sustained a RIR of 100% for emergency department visits for the same time period.

#### CONCLUSIONS

To implement a successful HF program, it was critical to attain buy-in from patients, physicians, administration, staff, and families, all of whom had to support the need to treat the whole patient; this included the need to improve the overall physical, mental, and social functions of the patient.

#### ACKNOWLEDGEMENTS

The team acknowledges with gratitude the guidance, support, and expertise provided by Christine Bonoyer, BSN, RN, CV-BC | Naresh Dasari, MD, Medical Director | Denise Marciano, Director of Operations | Lori Pendleton, NHA, Administrator | Stacy Gemma, BSN, RN, DNS, Director of Nursing

Each and every member of the IPC team *“From psych to dietary to social work to activities to therapy to palliative care to pharmacy, we are nothing without all of us working together.”*

#### REFERENCES

[Skilled Nursing Facility - American Heart Association](#)

