



Organization-Wide Commitment to Quality Improvement Cleveland Clinic

In recognition of their ongoing commitment to quality by improving transitions of care for the patients and caregivers in their communities.



Using a cross-setting community partnership approach to improve transitions of care

BACKGROUND

Cleveland Clinic is a non-profit and multi-specialty academic medical center that integrates clinical and hospital care with research and education. Cleveland Clinic was at the forefront of modern medicine when its founders opened it as a multi-specialty group practice in 1921. In its first century, Cleveland Clinic introduced many medical firsts, opened facilities around the world, and is ranked among the top hospitals in the country. From a small outpatient clinic, it has grown to become the world's first integrated international health system. With more than 65,000 caregivers worldwide, Cleveland Clinic has almost 6 million patient visits per year at more than 200 locations.

Cleveland Clinic is being recognized with an IPRO Quality Award for its cross-setting community partnership approach to improving transitions of care for patients and caregivers within its many communities. It has worked internally and at the community level to implement evidence-based, cross-setting interventions that target improved care management and care coordination for the patients it serves.

APPROACH

IPRO is collaborating with the Cleveland Clinic at the enterprise-level to incorporate primary referral sources that allow nursing homes, home health agencies, and physician practices to share responsibility for the health outcomes of patients and residents in Ohio communities.

Cleveland Clinic monitors 30-day readmission rates for any reason to any of its system hospitals. Unplanned readmissions are actively reviewed for improvement opportunities. Comprehensive care coordination and care management for high-risk patients has been initiated in an effort to prevent unnecessary hospitalizations and emergency department visits.

The Cleveland Clinic's efforts to decrease readmissions include:

- Daily Plan of Care Visits to coordinate care and discharge planning across the care team including the patient.
- Individualized Care Plans (ICPs) for patients with frequent hospital encounters.
- Readmissions risk score in electronic health record to focus efforts for highest risk patients.
- Timely follow-up visits following discharge to ensure smooth transition of care.

RESULTS

The following Cleveland Clinic Hospitals have demonstrated an increase in improvement rate for all-cause 30-day readmissions for the Medicare Fee-for-Service (MFFS) population, with a reduction in readmission rates from a baseline timeframe of 10/01/18-09/30/20 to the remeasurement time period of 09/01/22 – 08/31/23:

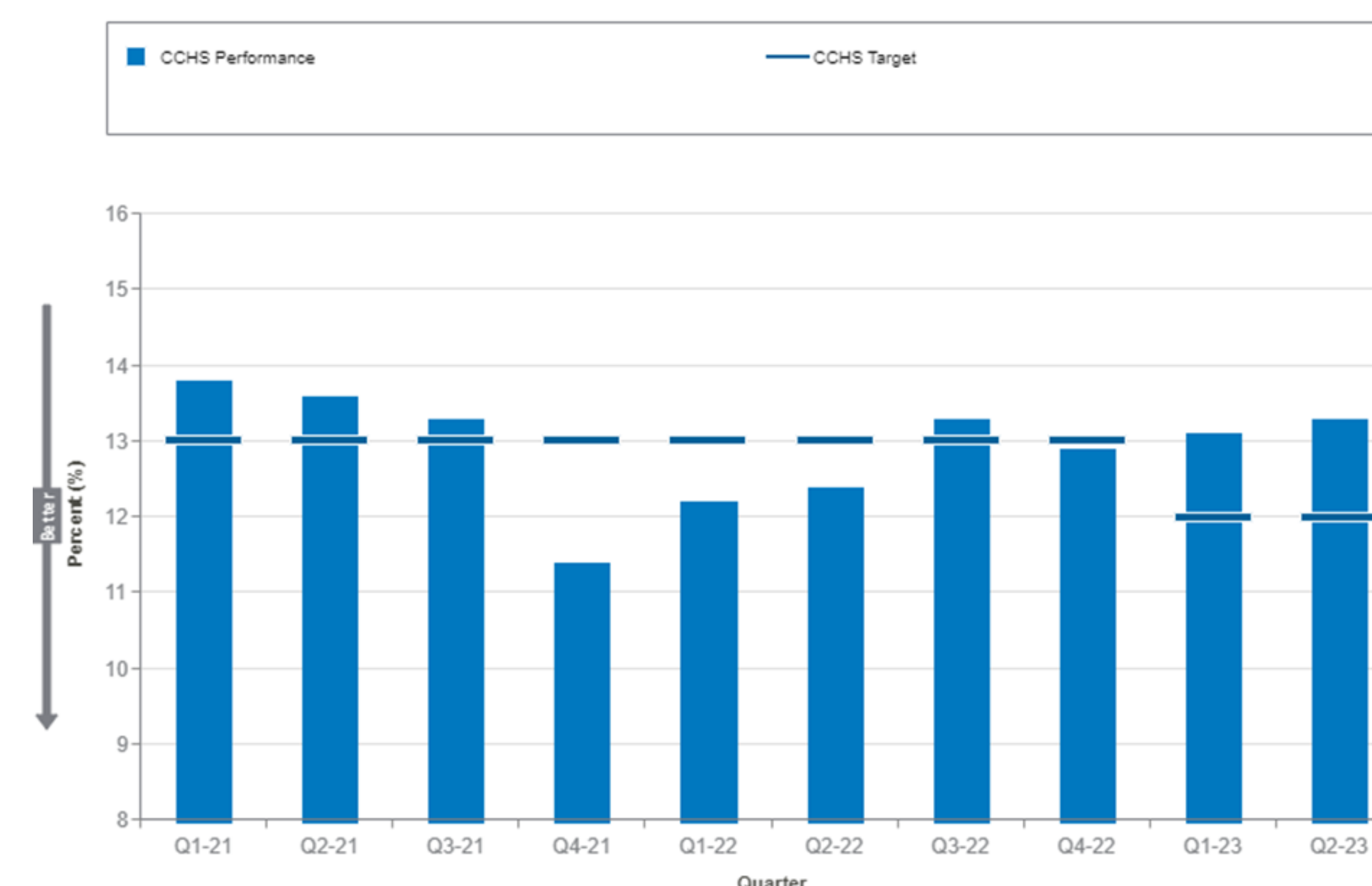
Hospital Name	Baseline MFFS All-Cause 30-Day Readmission Rate (10/01/18-09/30/20)	Remeasurement MFFS All-Cause 30-Day Readmission Rate (09/01/22 – 08/31/23)	Relative Improvement Rate (RIR)%
Cleveland Clinic Lutheran Hospital	17.2%	13.4%	22.1%
Cleveland Clinic Euclid Hospital	19.8%	16.9%	14.6%
Cleveland Clinic Akron General	19.5%	16.9%	13.6%
Cleveland Clinic Marymount Hospital	20.8%	18.5%	10.7%
Cleveland Clinic Fairview Hospital	20.3%	18.3%	9.9%
Cleveland Clinic Hillcrest Hospital	19.6%	17.9%	8.4%
Cleveland Clinic Main Campus	20.6%	19.6%	4.5%
Cleveland Clinic Medina Hospital	17.4%	16.7%	4.1%

The 2023 Q3 Hospital Care Transitions Report demonstrates a decline over the past several quarters for 30-day readmissions. 30-Day Readmissions by Discharge Status (Home, Home Health, and Nursing Home) also demonstrates a general downward trend. These rates generally track near those of both Ohio and the IPRO QIN-QIO region.

CONCLUSIONS

Hospital readmission rates with the relative improvement rate for the baseline and remeasurement periods in addition to 2023 Q3 IPRO Care Transitions Reports readmission data are outlined below for each hospital.

- Cleveland Clinic Lutheran Hospital demonstrated a 22.1% relative improvement rate in all-cause 30-day readmissions for the Medicare Fee-for-Service population, reducing its readmission rate from 17.2% for the 10/01/18-09/30/20 time period to 13.4% for the 09/01/22 – 08/31/23 time period.
- Cleveland Clinic Euclid Hospital demonstrated a 14.6% relative improvement rate in all-cause 30-day readmissions for the Medicare Fee-for-Service population, reducing its readmission rate from 19.8% for the 10/01/18-09/30/20 time period to 16.9% for the 09/01/22 – 08/31/23 time period. Readmissions risk score in electronic health record to focus efforts for highest risk patients.
- Cleveland Clinic Akron General demonstrated a 13.6% relative improvement rate in all-cause 30-day readmissions for the Medicare Fee-for-Service population, reducing its readmission rate from 19.5% for the 10/01/18-09/30/20 time period to 16.9% for the 09/01/22 – 08/31/23 time period.



Graph name: Cleveland Clinic Health System All Cause 30-day Readmission Rate to any Cleveland Clinic Hospital 2021 - 2023

- Cleveland Clinic Marymount Hospital demonstrated a 10.7% relative improvement rate in all-cause 30-day readmissions for the Medicare Fee-for-Service population, reducing its readmission rate from 20.8% for the 10/01/18-09/30/20 time period to 18.5% for the 09/01/22 – 08/31/23 time period.
- Cleveland Clinic Fairview Hospital demonstrated a 9.9% relative improvement rate in all-cause 30-day readmissions for the Medicare Fee-for-Service population, reducing its readmission rate from 20.3% for the 10/01/18-09/30/20 time period to 18.3% for the 09/01/22 – 08/31/23 time period.

- Cleveland Clinic Hillcrest Hospital demonstrated a 8.4% relative improvement rate in all-cause 30-day readmissions for the Medicare Fee-for-Service population, reducing its readmission rate from 19.6% for the 10/01/18-09/30/20 time period to 17.9% for the 09/01/22 – 08/31/23 time period.
- Cleveland Clinic Main Campus demonstrated a 4.5% relative improvement rate in all-cause 30-day readmissions for the Medicare Fee-for-Service population, reducing its readmission rate from 20.6% for the 10/01/18-09/30/20 time period to 19.6% for the 09/01/22 – 08/31/23 time period.
- Cleveland Clinic Medina Hospital demonstrated a 4.1% relative improvement rate in all-cause 30-day readmissions for the Medicare Fee-for-Service population, reducing its readmission rate from 17.4% for the 10/01/18-09/30/20 time period to 16.7% for the 09/01/22 – 08/31/23 time period.