



Care Coordination Ludlowe Center for Health and Rehabilitation

In recognition of organization-wide commitment to quality improvement.



Successful Return to Home and Community

BACKGROUND

Ludlowe Center for Health and Rehabilitation is a 144-bed senior care company operated by National Health Care Associates located in Fairfield, CT. Ludlowe is committed to providing care to give patients a better, brighter, stronger life during their stay. It focuses on creating an engaging, inviting environment, complete with daily activities and events that stimulate, elevate, and inspire. It has received 5 Stars Overall from the Centers for Medicaid and Medicare Services and 5 Stars Quality Measure from the Centers for Medicaid and Medicare Services.

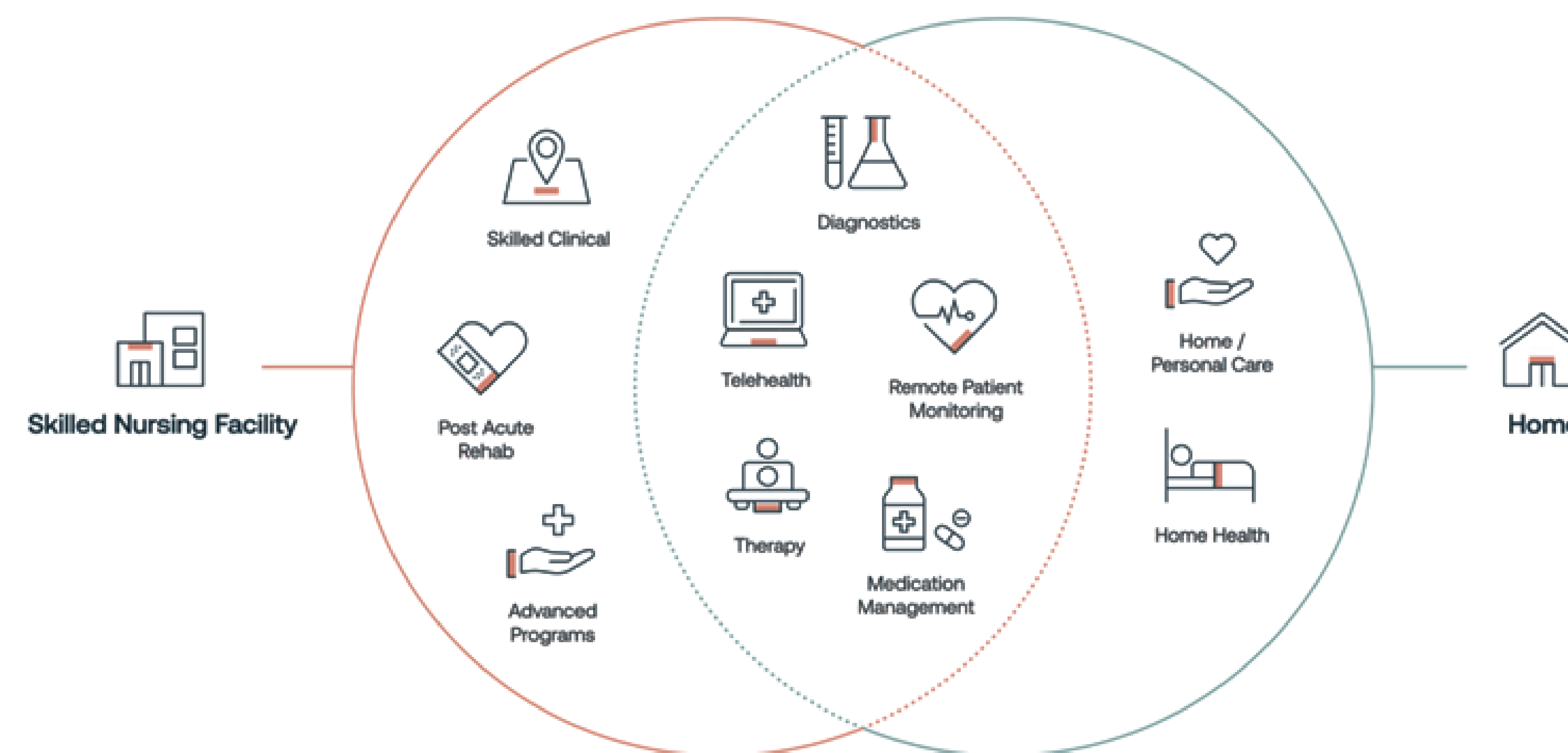
The objectives of this project were to:

- Reduce preventable hospitalizations
- Close the gap between care at facilities and care at home
- Ensure patients are fully supported throughout their transition to the facility and back home
- Improve access to providers in the community to support their recovery

APPROACH

Ludlowe developed the Passport™ program which promises to deliver the best care and safely transition individuals throughout their healthcare journey. Connecting residents with the right clinical and rehabilitation care that best supports their recovery and treatment, the program focuses on goals and follow up at home to ensure goals are achieved.

Ludlowe participated in the IPRO QIN-QIO & Yale New Haven post-acute network cohort with a focus on safe transitions and readmission reduction. They also implemented a Bedside Assessment Team, reevaluated communication within the interdisciplinary team to drive care and interventions and reviewed acute care transfers regularly with the interdisciplinary team to identify high-risk areas and complete a root cause analysis.



RESULTS

As a result of this project, Ludlowe:

- Closed the gap between care at facilities and care at home
- Ensured patients were fully supported throughout their transition to the facility and back home
- Improved access to providers in the community to support recovery goals
- Provided care to a high volume of short-term rehab patients, winning the McKnight's Excellence in Technology Award for partnership with Circadia Health, which celebrates outstanding innovation
- Received 5 Stars Overall from the Centers for Medicaid and Medicare Services and 5 Stars Quality Measure from the Centers for Medicaid and Medicare Services

Quarter	Facility	State	Nation
2016Q4-2017Q3	65.0%	N/A ^{**}	48.6%
2016Q4-2018Q3	70.1%	N/A ^{**}	49.2%
2017Q4-2019Q3	70.9%	N/A ^{**}	52.9%
2019Q3-2021Q2	65.3%	N/A ^{**}	52.7%
2020Q4-2022Q3	67.2%	N/A ^{**}	49.7%

CONCLUSION

Ludlowe's unwavering commitment to patient-centered care and comprehensive approach are designed to meet each person's unique needs. No matter where they are in their journey to better health, Ludlowe's Passport program ensures that patients receive the care and services they need, where they need it. The results of this approach have been proven by data and recognized by third parties.



ACKNOWLEDGEMENTS

Multidisciplinary Team – Medical Director, Administrator, Director of Nursing, Nurse Educator, PT/OT/ST, Social Worker, Pharmacist, Dietician, Owners-National Corporation

Administrator: Patricia Page, NHA
Director of Nursing: Dulce Taylor, RN

Thank you to all those who live and work at our center.