



## 2019 Reducing Hospital Readmissions Forum

*Reduce Hospital Readmissions through Enhanced Discharge Planning, Improved Payer-Provider Collaboration, and an Efficient Care Transitions Program – Develop an Effective Population Management Model and Enhance the Patient Experience!*

**November 14 – 15, 2019 • The Ritz-Carlton, Grande Lakes • Orlando, FL**

### Overview

Preventable hospital readmissions are costing the healthcare system approximately \$25 billion on an annual basis, and it is estimated that one out of every five Medicare patients is readmitted to the hospital within 30 days of discharge. In an attempt to control excessive spending on avoidable healthcare costs as well as to improve quality care, performance and patient health, CMS has instituted new regulations and higher penalties. Hospitals and health systems are especially affected by the new mandates, and are exposed to increasing financial risk.

We have created a high-level forum featuring providers and payers who will share their insights and expertise on how to lower readmission rates through recognized and proven discharge programs and follow-up plans, simultaneously reducing costs and improving quality of care. This impressive program will include distinguished members from highly regarded institutions comprised of hospitals, health systems, health plans and industry experts; featuring best practices to utilize in today's rapidly evolving world.

This is the only conference on Reducing Hospital Readmissions that will equip you with innovative strategies and tools to be better prepared for 2020. By attending the *2019 Reducing Hospital Readmissions Forum*, you will learn what others in clinical integration, utilization management, patient care and reimbursement are doing to be prepared for the challenges that lie ahead in 2020.

### Intended Audience

From Hospitals, Health Systems, Health Plans, Employer Plans, TPAs & Managed Care Organizations:

*Chief Executive Officers, Chief Medical Officers, Chief Clinical Officers, Chief Operating Officers, Chief Financial Officers.*

*Also, Vice Presidents, Directors & Managers, Executives of:*

- Medical Management
- Utilization Management
- Quality
- Appeals Management
- Patient Financial Services
- Patient Care
- Emergency Department
- Hospitalists
- Billing
- Medical Records
- Operations
- Case Management
- Care Management
- Denial Management
- Compliance
- Admissions
- Patient Flow
- Emergency Department
- Managed Care
- Coding
- Risk
- Finance

- Strategy
- Nursing

- Clinical Documentation
- Physician Assistants

*Also, of interest to Healthcare Consultants, Solution Providers, Vendors, Accountable Care Organizations (ACOs), Government Agencies, Pharmacy Benefit Managers, Disease Management Organizations, Third Party Administrators, Pharmaceutical & Medical Device Companies, IT & Business Process Outsourcing Companies, Enrollment Brokers and More!*

### **Agenda**

#### ***Day One – Thursday, November 14, 2019***

7:15 *Conference Registration & Morning Breakfast*

8:00 *Chairperson's Opening Remarks*

#### **8:15 Optimizing Transitions of Care through Effective Collaboration and Innovation**

**Cindy McDonald, RN, MSN, FACHE, CPHQ, CPPS**

*Vice President, Quality*

**FirstHealth of the Carolinas**

#### **9:00 COPD readmissions: Identifying Patients at Risk and Prescribing Clinical Pharmacy Interventions**

**Paul Allen, MD, MPH**

*Chief Quality Officer*

**Cambridge Health Alliance**

9:45 *Networking Break & Refreshments*

#### **10:15 Strategies to Reduce Patient Length of Stay through Efficient Care Coordination and Discharge Procedures**

**John Vazquez, MD**

*Associate Director, Operations, Division of Hospital Medicine*

*Medical Director, System Transfer Service & Patient Flow*

**Emory Healthcare**

#### **11:00 Examining CMS' Value Based Purchasing Initiatives and Healthcare Transformation Program**

**JoAnn Brooks, PhD**

*Vice President, System Quality & Safety*

**Indiana University Health**

#### **11:45 Best Practices in Building an Effective Team and Infrastructure to Reduce Hospital Readmissions**

**Carol O'Hara, BSN, RN, BC, MEd**  
*Clinical Performance Improvement Coordinator*  
**Geisinger Health System**

12:30 *Luncheon for All Attendees & Speakers*

**1:30 Improving Communication and Team Collaboration to Reduce Hospital Readmissions**

**2:15 Panel Discussion: Essential Strategies to Reduce Preventable Hospital Readmission Rates Across the Continuum of Care**

**Patricia Babcock**  
*Director, Care Management*  
**Yale New Haven Health System**

**Michelle Nelson**  
*Senior Director, Health Improvement*  
**United Regional**

**Pat Zawko, EdD, MS, RN NE-C, CHC**  
*Director, Quality Resources, Risk Management & Corporate Compliance*  
**Little Falls Hospital**

3:15 *Networking Break & Refreshments*

**3:45 Engaging Care Partners to Enhance Effective Discharge Planning**

**Pat Zawko, EdD, MS, RN NE-C, CHC**  
*Director, Quality Resources, Risk Management & Corporate Compliance*  
**Little Falls Hospital**

**4:30 Strategies to Reduce Hospital Readmissions for a Patient Population with Varying Socioeconomic Conditions**

**Michelle Nelson**  
*Senior Director, Health Improvement*  
**United Regional**

5:15 *End of Day One*

**Day Two – Friday, November 15, 2019**

7:15 *Morning Breakfast*

8:00 *Recap of Day One*

**8:15 Implications of Alternative Payment Models (APMs) and Strategies such as Post-Acute Care (PAC) Networks on Hospital Readmissions**

**Joshua Liao, MD, MSc, FACP**  
*Associate Medical Director, Contracting  
Director, Value-Based Care*  
**University of Washington Medicine**

**9:00 Reducing Hospital Readmissions by Implementing an Effective Data-Driven Approach that Identifies Clinical Variances**

**Frances Martini, RN, BSN, MBA**  
*Vice President, Population Health*  
**BlueCare Tennessee**

9:45 *Networking Break & Refreshments*

**10:15 Strategies within the Emergency Department to Impact Hospital Readmissions and Patient Flow**

**Sam Shen, MD, MBA, FACEP**  
*Vice Chair, Clinical Operations & Quality*  
**Stanford Health Care**

**Patrice Callagy, RN, MPA, MSN, CEN**  
*Executive Director, Emergency Services*  
**Stanford Health Care**

**11:00 Objective Discharge Criteria Results in 48% Lower Readmission Rates for Children**

**Nemr Eid, MD**  
*Chief, Pediatric Pulmonary Medicine*  
**University of Louisville School of Medicine**

**11:45 Progression of Care Rounding – Collaborating at the Bedside Improves Transitions of Care**

**Lisa Bragg**  
*Director, Healthcare Delivery Innovation*  
**Navigant Consulting**

12:30 *Conference Concludes*

### **Workshop Session**

Thursday, November 14, 2019 • 5:30 p.m. – 7:30 p.m.

**Utilizing Metrics to Identify High Risk Patients and Other Analytic Tools to Reduce Hospital Readmissions**

Using historical data and trends, hospitals can leverage predictive analytics to determine which patients are most likely to need readmission. Patient risk scores also provide another data point to add as a tool to target patients at risk for readmission. Data is a useful tool, but only when implemented properly. The key

is to develop strategies that work to take what the data is telling us and turning it into actionable items. In this workshop, we will:

- Discuss several analytic tools to help manage readmissions
- Discuss how to take these results and turn them into actionable items
- Discuss how to determine which areas/conditions first since we all have limited resources

About the Workshop Leaders:

**David Mirkin, MD** is *Principal & Chief Medical Officer* at **Milliman MedInsight**. David is a family practitioner with 30 years of experience in medical management. He currently serves as a senior consultant with the New York office of Milliman assisting clients in a variety of areas, including utilization management, provider profiling, disease management, length-of-stay management for hospitals, return-on-investment evaluations for disease management and wellness programs, and clinical data analysis. He is also the Medical Director for Milliman's MedInsight data-warehousing and decision-support analytic tool system. David has significant international experience consulting to clients in the U.K., Europe, South America, Middle East and Asia. In addition to consulting, he supervises Milliman clinical and IT staff in India, developing products and tools for international healthcare organizations.

**Casey Hammer, FSA, MAAA** is *Consulting Actuary* at **Milliman**. Casey is an actuarial consultant in the San Francisco office of Milliman with over a decade of experience. Casey consults with a variety of health care clients including providers, insurance companies, and government agencies. She assists clients with provider reimbursement analytics, risk sharing arrangements, Knox Keene licensing, product development and benefit design, pricing, valuation, financial impact analyses for recently approved or proposed legislation, and value proposition analytics for new-to-market products and services. Prior to joining Milliman, she worked at regional Blue Cross Blue Shield Plans.