



Measurement

Patient demographic information including distance to care (zip code)

IP admissions

- Number
- Reason for readmission
- Planned admission
- Unplanned admission
- Origin of readmission (where did they come from)

ED admissions

- Number
- Reason for readmission

Total cost of care

IP Costs

OP Costs

of patient contacts

- Phone
- Home visits
 - Within 24-48 hour of hospital d/c
 - Med reconciliation
 - general
- Video chats

Type of contact

- Patient education
- Medication change
- Assessment
- Patient engagement, goal setting, revisiting goals

Time that can be billed using CPT codes for transitional care and care coordination

Patient Satisfaction

Collect Patient Stories

- Good outcomes
- Poor outcomes