Introduction

Activities to Establish TCM Program

Educate Patients & Families
informing the practice when the patient is admitted to an acute/post-acute facility goes to the hospital, sharing the Primary Care contact information with the acute/post-acute facility team, phoning the practice on the day the patient is discharged, Coming to the practice within 7-14 days of discharge

Establish a TCM Protocol
Define your practice’s process for tracking patients who are admitted to an acute/post-acute facility on a daily basis, Communicate with the discharged patient via telephone or patient portal within 24-48 hours using the defined template1, Reserve TCM visit slots to see these patients in a timely manner, Obtain and review the patient’s discharge needs prior to the visit, Remind the patient about the TCM Visit a day before the appointment.

Collaborate with hospital partners
Obtain access to review patient records, Communicate with hospitalist and emergency department teams to establish a TCM Protocol

Provide Systematic Patient Outreach
Designate Patient outreach coordinator, care manager, Make TCM appointment for patient with their primary care and consultants

Patient Outcomes
Reduces the length of stay in hospital – ours is 2.9 days compared to national average of 5.6 days

Reduces readmissions ours is 10.6 per 1000 K Patients National average 23 per 1000 K

Improves Patient experience & keeps them independent longer

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