

ReInforcedCare™

*Using technology, analysis, and the human touch
to improve post-discharge patient experiences.*

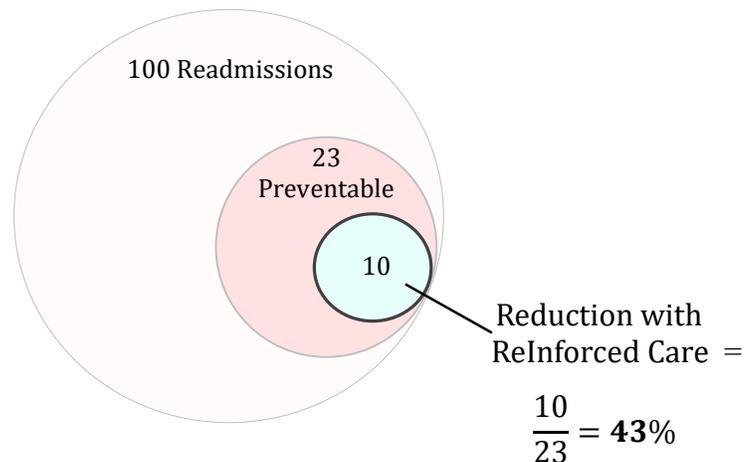
Readmission Reductions with ReInforced Care



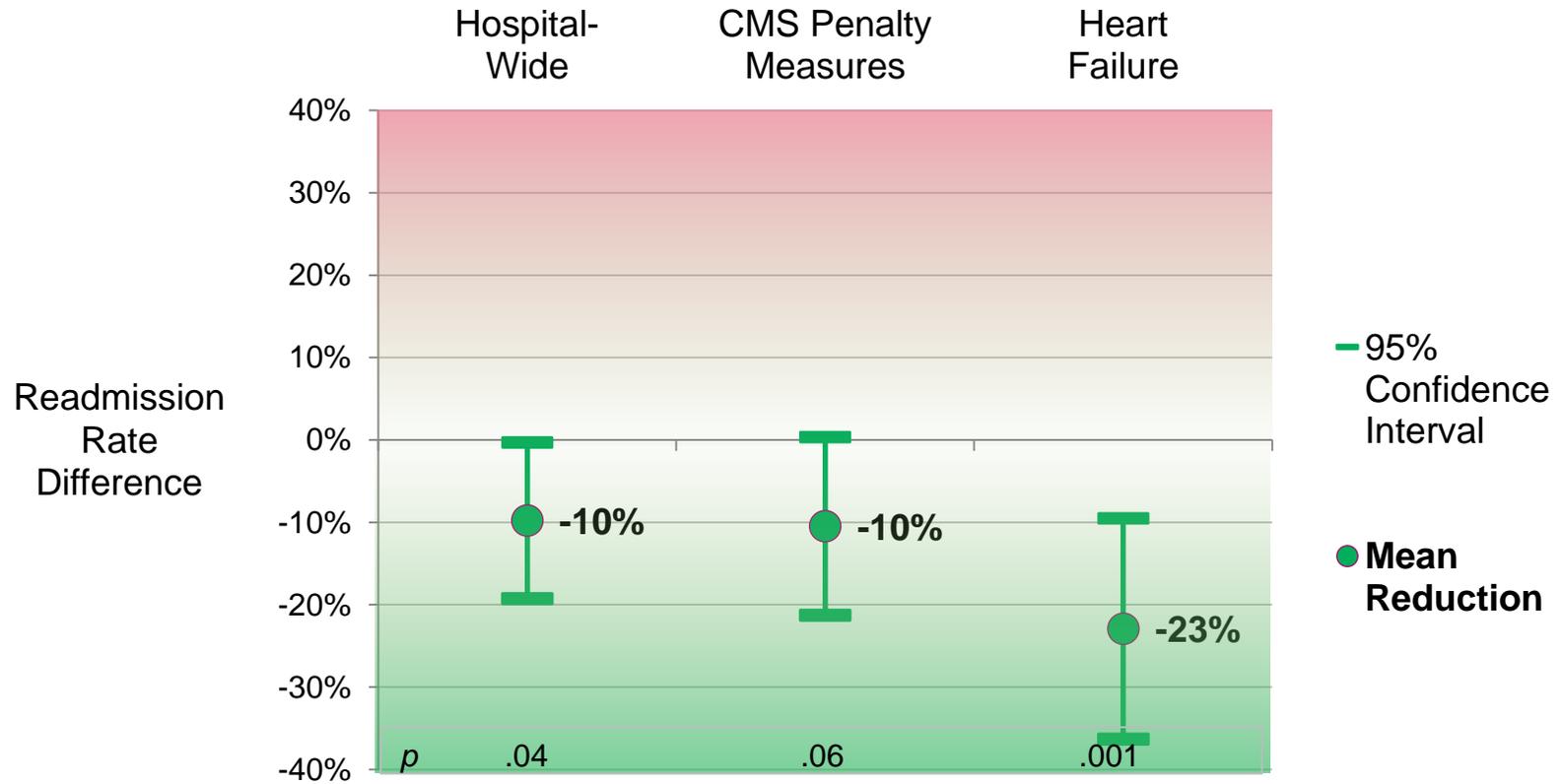
On a daily basis we hear directly from patients and their caregivers about their experiences both while inpatient and post-discharge. Whether that experience was positive or negative, whether the transition home was smooth or rocky, we at ReInforced Care (RIC) are there to offer a sympathetic ear, to provide a needed phone number, or to connect the patient with the right person for assistance. If the need is urgent, we can immediately triage the issue to a clinician.

This type of patient support leads to multiple positive outcomes. Patients feel an ongoing sense of caring; communication with providers is improved; and readmissions are reduced. Below we show our record over the past five years in reducing readmission rates, in collaboration with our client hospitals.

The overall reduction we've helped achieve is especially noteworthy when one considers the proportion of readmissions that are even preventable. Researchers' best estimate for this fraction is [23%](#).¹ Instead of viewing our reduction as part of *all* readmissions, we can treat it as part of that preventable 23%. Our clients working in hospitals find the resulting reduction of 43% to be substantial indeed.



Readmission Reductions for Hospitals Partnering with Reinforced Care, 2011 – 2016 (with 95% Confidence Intervals)



Results for RIC patients are compared with those for matching patients (those with similar characteristics). Adjustment for severity of illness was conducted using logistic regression. Each hospital is weighted equally. Heart Failure results shown are for programs tailored to this diagnosis.

Readmission Rate Reductions
for All Hospitals Partnering with Reinforced Care, 2011 – 2016
(Statistical Details)

	Hospital-Wide		CMS Penalty Measures (AMI, HF, PN, COPD)		Heart Failure (for programs tailored to this diagnosis)	
	Mean	CI₉₅	Mean	CI₉₅	Mean	CI₉₅
Relative RAR Difference with RIC	-10%	[-19%, -1%]	-10%	[-21%, 1%]	-23%	[-36%, -10%]
Absolute RAR Difference with RIC (percentage points)	-1.5	[-2.7, -0.2]	-1.9	[-3.7, 0.0]	-4.9	[-8.1, -1.7]
Statistical Significance (p)	.04		.06		.001	
Comparison Group N	124,406		19,090		4,991	
Reinforced Care N	95,824		12,406		3,153	

RAR = Readmission Rate. CI₉₅ = 95% confidence interval. Results for RIC patients are compared with those for matching patients (those with similar characteristics). Adjustment for severity of illness was conducted using logistic regression. Each hospital is weighted equally. More information available upon request.

¹van Walraven C, Jennings A, Forster AJ (2012). A meta-analysis of hospital 30-day avoidable readmission rates. *J Eval Clin Pract.* Dec; 18(6): 1211-8. <http://www.ncbi.nlm.nih.gov/pubmed/22070191>