

Factors that Promote Successful Implementation of The Care Transitions Intervention

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Four Factors that Promote Success

1. Model Fidelity
2. Selection of Transitions Coach
3. Model Execution
4. Support to Sustain the Model

Model Fidelity

Dedicated Coach role—does not have additional duties tacked on to present “doer” role

Home visit is essential for true engagement and skill transfer

Coach focuses on skill transfer and modeling of behaviors—does not perform assessment, patient education or skilled services

Focus of the intervention and movement through the four pillars flows directly from the patient's goal (not the Coach's)

Attended training offered by the Care Transitions Program

After training, Coach has time to practice with colleagues and receive focused feedback (shadowing each other's home visits and providing feedback very effective)

Selection of Transitions Coach

Demonstrated patient-centered focus, without the need to control the agenda or complete patient tasks

Experienced, empowered, employed professional comfortable with home visits

Excellent communication skills (listening; open-ended questions; paraphrasing; reframing; redirecting)

Demonstrated flexibility without over reliance on rules and regulations

Model Execution

Clearly defined goals and approach to targeting; realistic timelines; outcome measures aligned with strategic plan for organization;

Including IT leadership early in the planning process to make sure that data needs (status report parameters and outcomes measurement) is given priority

Engaged, consistent, and committed stakeholders (this must include the hospital)

Well defined workflows from the time of admission to the end of the intervention. All stakeholders must agree on the workflows and the timelines

Ongoing meetings to include all stakeholders and coaches (this provides a safe place to problem-solve operational issues and to celebrate successes)

Support to Sustain the Model

Identify a contingency plan for staff turnover in the Coach role

Define the criteria for expansion of the program

Create a plan for how will you communicate your success - inside the organization and externally

Plan for recruitment and training of additional Coaches

Continually refine the business case in response to the changing health care environment