

<b>Encouraging Patients and Family Caregivers to Assert a More Active Role During Care Hand-Offs: The Care Transitions Intervention</b>
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**What is the Model?**

During a 4-week program, patients with complex care needs and family caregivers work with a “Transitions Coach,” whose primary role is to transfer self-management skills that will ensure their needs are met during the transition from hospital or skilled nursing facility to home. The focus on coaching to achieve skill transfer is what distinguishes this model from traditional case management. This is a low-cost, low-intensity intervention comprised of a home visit and three phone calls.

**What Are the Key Findings?**

Patients who received this program were significantly less likely to be readmitted to the hospital, and the benefits were sustained for five months after the end of the one-month intervention. Thus, rather than simply managing post-hospital care in a reactive manner, imparting self-management skills pays dividends long after the program ends. Anticipated net cost savings for a typical Transitions Coach panel of 350 chronically ill adults with an initial hospitalization over 12 months is conservatively estimated at \$300,000. Patients who received this program were also more likely to achieve self-identified personal goals around symptom management and functional recovery.

**What Makes this Model Unique?**

In contrast to traditional case management approaches, the Care Transitions Intervention is a self-management model. The model draws from principles of adult learning and uses simulation to facilitate skill transfer to enhance self-management. As many of these patients are likely to experience another transition in the near future, the Care Transitions Intervention aims to address both the patient’s current and future needs.

Using qualitative techniques, the Care Transitions Program worked with older adults to identify the key self-management skills needed to assert a more active role in their care. Next a Transitions Coach was introduced to help impart these skills and help the individual and the family caregiver become more confident in this new role. Although critics are quick to point out that this is only applicable to highly educated or motivated patients, our studies have shown that most patients and family caregivers are able to become engaged and do considerably more for themselves. In essence, the model involves making an investment in helping patients and family caregivers become more comfortable and competent in participating in their care during care transitions.

**Project Sponsors**

The John A. Hartford Foundation and The Robert Wood Johnson Foundation

**Where Can I Learn More?**

Please visit [www.caretransitions.org](http://www.caretransitions.org) where you can learn more about the model and its evidence and to access patient tools, performance measures, medication safety tools and view video clips. You may also contact Eric A. Coleman, MD, MPH [Eric.Coleman@ucdenver.edu](mailto:Eric.Coleman@ucdenver.edu) or Sue Rosenbek, RN, MS [Susan.Rosenbek@ucdenver.edu](mailto:Susan.Rosenbek@ucdenver.edu)

## **The Care Transitions Intervention Is Uniquely Suited to Wide Scale Implementation**

1. 900+ health care organizations in 44 states have adopted the Care Transitions Intervention.
2. The model was specifically designed to be low-cost, low intensity, and capable of being implemented in a wide variety of settings.
3. During the development and testing phase, Advanced Practice Nurses and Registered Nurses assumed the Transitions Coach role. During the adoption phase, social workers and occupational therapists have also effectively served in the role of Transitions Coach.
4. Consistent with the Institute of Medicine's Report, "Retooling for an Aging America", the model recognizes and promotes patients and family caregivers as actively participating members of the care team. By introducing Transitions Coaches, the Care Transitions Intervention leverages our limited health care professional workforce over larger number of patients.
5. These adoptions have been made by a wide variety of care providers including: Hospitals and Health Care Systems, Home Care Agencies, Nursing Homes, Area Agencies on Aging, Parish Nurse Communities, Medicare Advantage Plans, Physician Networks, and Insurance Companies. The model is effective in Medicare fee-for-service and Medicare Advantage.
6. As important as research evidence is to determine the benefits of a model, a strong track record of implementation with consistent and robust findings in the "real world" is essential to decisions regarding further dissemination. For example:  
John Muir Physician Network (CA) demonstrated reduced 30 day readmissions from 11.7% to 6.1% and 180 day readmissions from 32.8% to 18.9%.  
Health East (MN) demonstrated reduced 30-day readmission rate from 11.7% vs 7.2%  
Crouse Hospital (NY) reduced 30-day readmission rate for heart failure to 9.7%, and average number of days to readmission increased from 86 to 175.
7. Centers for Medicare and Medicaid Services funded a study in Colorado that implemented the Care Transitions Intervention and reduced 60-day hospital readmission rates by 50%.
8. The results of the CMS study led to a Transitions Theme in the Quality Improvement Organizations 9<sup>th</sup> Scope of Work and 14 states successfully competed during a RFP to participate. Of these 14 QIOs, 13 selected the Care Transitions Intervention as their preferred model for reducing hospital readmissions. Among the 14 QIOs communities, readmissions were reduced by 5% with an accompanying savings to the Medicare program of \$22 Million.
9. Of the first 102 Community-based Care Transitions Programs (CCTP—Section 3026 of the Affordable Care Act implemented by CMS/CMMI), 77 have adopted the CTI (75%).
10. The Care Transitions Intervention has been successfully implemented in a wide variety of markets: urban/rural, high performing/low performing (12% 30-day readmissions and 35% 30-day readmissions respectively).
11. The burden of chronic illness (number of conditions, number of medications, percent with fair/poor self-rated health) of Medicare beneficiaries that have been coached in this model is comparable to that found in other trials of care coordination/care transitions models (i.e., model is effective across health states). At least ¾ Medicare beneficiaries can be coached. These patients represent great diversity with respect to education level, health literacy, primary language, race/ethnicity, and presence of family caregiver.

## Patient and Family Caregiver Testimonials to the Care Transitions Intervention

*"My Transition Coach has helped me to feel more confident in managing my heart condition. I feel as though I am in charge of my health and I am less reliant on others."*

*"It made me feel like someone cared and was paying attention to me - the fact that people are interested in you, that there's somebody who has the ability and is trained and interested in your welfare."*

*"I felt secure knowing that I could reach my Transitions Coach when I needed help."*

*"I appreciated the home visit most of all - when she came over here and talked to me and we went over some of the medicines I was taking. The coach came to my house and sat down at the table and I sat on the other side. We sat right there and opened up, got all the medications straightened out."*

*"The home visit was the most beneficial to my wife and me. She takes so many medications and in the past has been confused on how to keep them straight. The Transitions Coach helped us to learn how to use a medication organizer that made it easy to know which ones had been taken and which pills needed to be taken. The Coach also advised us how to talk to our doctor to ask if some of the medications could be stopped. My wife now takes only 5 medications instead of 8."*

*"They sent me home from the hospital with that nebulizer. I had no idea how to use it, which medication to put in it, nothing, because the hospital staff never told me what to do. They just said, 'Here, it's yours. Take it home and use it'. So the coach helped us out with that, she was helpful."*

*"The Personal Health Record is handy to have, because everything's written down in it. Especially your medications, because you can forget to take things like that to the doctor and you get there and you can remember the medications but you can't remember the milligrams and so forth. So I thought that was very handy. A good thing to have."*

*"That little purple booklet [the Personal Health Record] was really helpful to me, the one with the medications. I carry it with me in my purse at all times. It helps me to remember what medication, the milligrams, and what they are used for. Before, I had this sickness and they had to rush me to the hospital and I couldn't tell them anything about the medication or anything. So now this will help other people know what medication I'm on. And then when I go to the doctor I don't have to say anything to them - I just bring it out and hand it to them. And anytime I have a new medication, I add it on. So it's been real helpful to me."*

<p style="text-align: center;"><b>EVIDENCE FOR THE CARE TRANSITIONS INTERVENTION: MANUSCRIPTS PUBLISHED IN REFEREED JOURNALS</b></p>
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1. Coleman, EA, Smith JD, Eilertsen TB, Frank JC, Thiare JN, Ward A, and Kramer AM. Development and Testing of a Measure Designed to Assess the Quality of Care Transitions. International Journal of Care Integration 2002;2 April-June.

***This article includes the qualitative studies that formed the basis for the conceptual domains of the Care Transitions Intervention.***

2. Parry C, Coleman EA, Smith JD, Frank JC, Kramer AM. The Care Transitions Intervention: A Patient-Centered Approach to Facilitating Effective Transfers Between Sites of Geriatric Care. Home Health Services Quarterly. 2003;22(3):1-18.

***This article provides the conceptual and methodological basis for the Care Transitions Intervention.***

3. Smith JD, Coleman EA, Min S. Identifying Post-Acute Medication Discrepancies in Community Dwelling Older Adults: A New Tool. American Journal of Geriatric Pharmacotherapy. 2004;2(2):141-148.

***This article describes the development of the Medication Discrepancy Tool, a central component of the Care Transitions Intervention.***

4. Coleman EA, Smith JD, Frank JC, Min S, Parry C, Kramer AM. Preparing Patients and Caregivers to Participate in Care Delivered Across Settings: The Care Transitions Intervention. Journal of the American Geriatrics Society. 2004;52(11):1817-1825.

***This article reports on clinical trial that demonstrated a 50% reduction in hospital readmissions at 30, 90, & 180 days. The 30-day Care Transitions Intervention produced a sustained effect.***

5. Coleman EA, Smith JD, Raha D, Min SJ. Post-Hospital Medication Discrepancies: Prevalence, Types and Contributing Factors. Arch of Int Med 2005;165(16)1842-1847.

***This article describes the results when the Medication Discrepancy Tool is used in the field and provides further rationale for the value of the Care Transitions Intervention approach.***

6. Coleman EA, Parry C, Chalmers S, Min SJ. "The Care Transitions Intervention: Results of a Randomized Controlled Trial" Archives of Internal Medicine 2006;166:1822-8.

***This article reports on a randomized controlled clinical trial that demonstrated significant reductions in hospital readmissions at 30, 90, and 180 days. The 30-day Care Transitions Intervention produced a sustained effect. Note that 30-day readmission rate in the control group was 12%, far below the national average of over 19%.***

7. Parry, C., Kramer, H, Coleman, EA. ‘A Qualitative Exploration of a Patient-Centered Coaching Intervention to Improve Care Transitions in Chronically Ill Older Adults’. Home Health Care Services Quarterly. 2006;25(3-4):39-53.

*This article reports on a qualitative study designed to determine the value of the intervention from the patient’s perspective and the elements of the model that most likely produce the positive results.*

8. Parry C, Min, S, Chugh, A, Chalmers S, **Coleman, EA**. Further Application of The Care Transitions Intervention: Results of a Randomized Controlled Trial Conducted in a Fee-For-Service Setting. Home Health Care Services Quarterly. 2009;28:84-99.

*This article reports on a randomized controlled clinical trial that demonstrated significant reductions in hospital readmissions. The 30-day Care Transitions Intervention produced a sustained effect.*

9. Bennett HD, **Coleman EA**, Parry C, Bodenheimer T, Chen EH. Health Coaching for Patients with Chronic Illness. Family Practice Management. 2010;17(5): 24-29.

*This article introduces the “mainstream” medical audience to the value of coaching and prominently features the Care Transitions Intervention.*

10. Parrish MM, O’Malley K, Adams RI, Adams SR, **Coleman EA**. Implementation of the Care Transitions Intervention: Sustainability and Lessons Learned. Professional Case Management 2009;14(6):282-295.

*This article describes the results of an effort to implement the Care Transitions Interventions in 10 California Communities sponsored by the California Health Care Foundation.*

11. **Coleman EA**, Rosenbek S, Roman SP. Disseminating Evidence-based Care into Practice. Popul Health Manag. 2013 Aug;16(4):227-34.

*This article describes the experience and lessons learned in disseminating the Care Transitions Intervention.*

12. Gardner R, Li Q, Baier RR, Butterfield K, **Coleman EA**, Gravenstein S. Is Implementation of the Care Transitions Intervention Associated with Cost Avoidance after Hospital Discharge?” J Gen Int Med 2014 Jun;29(6):878-84.

*Compared to controls the Care Transitions Intervention group had significantly lower utilization in the 6 months after discharge and lower mean total health care costs. The cost avoided per patient receiving the intervention was \$3,752. Shifting of costs to other utilization types was not observed.*

## **National Recognition for the Care Transitions Intervention**

- The Community-Based Care Transitions Program, a provision of the health reform law (Section 3026 of the Affordable Care Act), provides \$500 million to collaborative partnerships between hospitals and community-based organizations towards the goal of implementing evidence-based care transitions services for Medicare beneficiaries at high risk for readmission. The provision in the law grew out of a successful translation of the Care Transitions Intervention model into practice settings nationwide.
- Dr. Coleman was invited to testify before the U.S. Senate Aging Committee. The Care Transitions Intervention was 1 of 3 models designated as a truly person-centered model.
- Dr. Coleman was invited to address the Institute of Medicine Panel of the Aging Workforce with a presentation on future models of health care that both meet the needs of older adults and reduce the demand for more health care professionals. The Care Transitions Intervention was featured.
- National Quality Forum: National Priorities Partnership collaborative of 28 national organizations defined 6 national health system priorities. The Care Transitions Intervention addresses 4 of the 6 priorities and was endorsed as a best practice in 2010.
- The Care Transitions Intervention is profiled on the Health Workforce Solutions Innovative Care Delivery Website. This website is the result of a research project funded by Robert Wood Johnson Foundation. Criteria for selecting models include: ‘demonstrated positive impact on quality, safety, cost and/or patient satisfaction’ and ‘sustainability of model and ability to be replicated’.
- The Institute for Health Care Improvement (IHI), “Effective Interventions to Reduce Hospitalizations: A Compendium of 15 Promising Interventions” 2009, and: “A survey of the Published Evidence”, 2009 highlighted the Care Transitions Intervention..
- Dr. Coleman received the Gerontological Society of America Maxwell Pollack Award for Translational Research, National Council on Aging Molly Mettler Award for outstanding leadership in the field of health promotion and aging, and The American Geriatrics Society Outstanding Scientific Award based on the Care Transitions Intervention.
- Dr. Karen Davis, President of the Commonwealth Fund, identified the Care Transitions Intervention as one a select few transforming, “Models for Achieving the Best Health System in the World”.
- In March 2008 issue of The New England Journal of Medicine, Dr. Tom Bodenheimer singled out the Care Transitions Intervention for its innovative approach to improving patient centered care coordination.
- The Care Transitions Intervention has been featured on the AHRQ Web M&M.
- The Care Transitions Intervention has been featured in multiple Joint Commission publications, MedPAC Reports to Congress, and an Advisory Board monograph.
- The Care Transitions Intervention was featured in a toolkit developed by the Institute for Healthcare Improvement’s Transitions out of the Hospital Collaborative.
- Health East received the Minnesota Hospital Association Patient Centered Intervention of the Year largely attributable to their adoption of the Care Transitions Intervention.
- The Care Transitions Intervention has been featured in the New York Times, Wall Street Journal, Boston Globe and Los Angeles Times.