

Acute Care Hospitalization (ACH): Root Cause Analysis

Using the Event Tree

Home Health
Keys For Success
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Objectives

- Identify root causes for ACH.
 - ACH Event Tree
- Use a systematic approach to predict and control ACH outcomes.
- Develop best practices to provide quality service and keep patients safe in the home.
- Achieve better ACH outcomes.

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Objectives (continued)

- Increase referrals.
- Improve physician relationships.
- Improve financial capabilities of the organization.

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ACH Event Tree

How can home health agencies
use the ACH Event Tree to
reduce avoidable hospitalization?

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ACH Event Tree

- Presents a picture of who the patients are and why they are “repeat offenders”
- Represents pathways that may lead to hospitalization
- Identifies trends and characteristics
- Creates a strategy for change
- Identifies opportunities for intervention

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AHC Event Tree—Purpose

- Illustrates the complexity of the ACH problem in a concrete way
- Gives an understanding that the problem is multi-dimensional
- Helps develop effective and efficient approaches to reduce ACH

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AHC Event Tree—Purpose (continued)

- Helps agencies understand the causes of ACH and how to control it
- Helps agencies think about the “big picture”
- Improves ability to recognize the many different causes of ACH

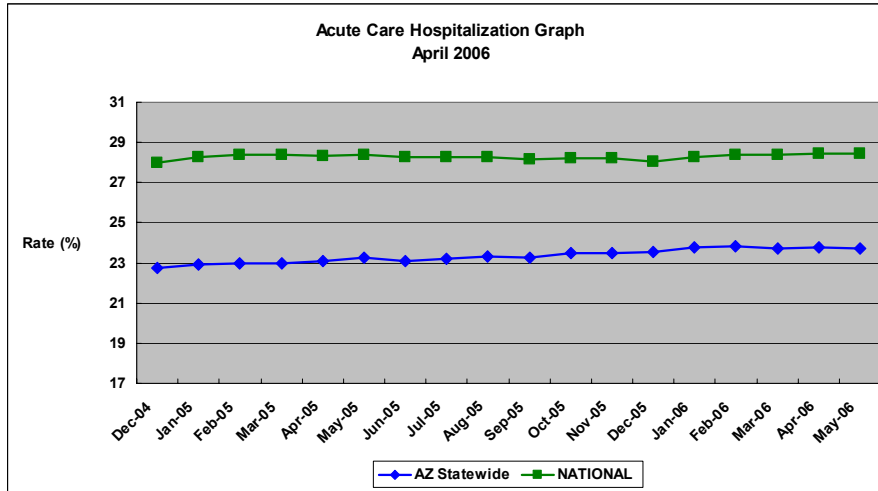
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AHC Event Tree—Purpose (continued)

- Provides an understanding of what factors cause ACH
- Allows agencies to develop best practices to avoid ACH (when possible)

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Impact of ACH



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Impact of ACH (continued)

28 percent of all home health episodes
end in hospitalization.

That's more than a million per year.

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Navigating the ACH Event Tree

- Follow the lines to connect the root causes underlying a particular failure.
- One problem may lead to another, which in turn leads to another, and so on . . .
- Final “failure” = ACH of the patient.

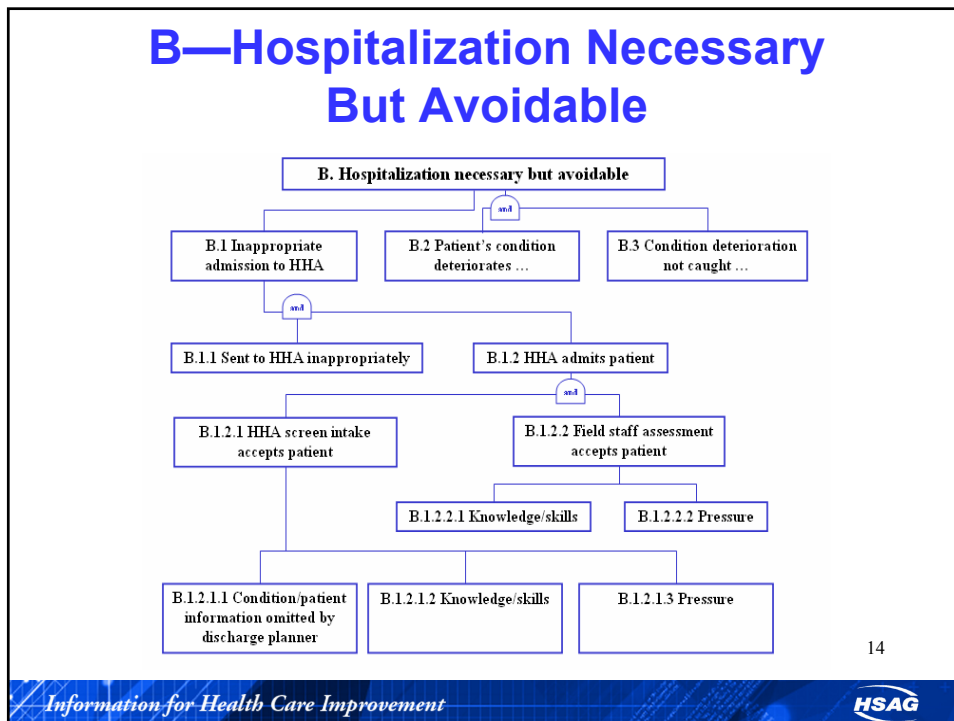
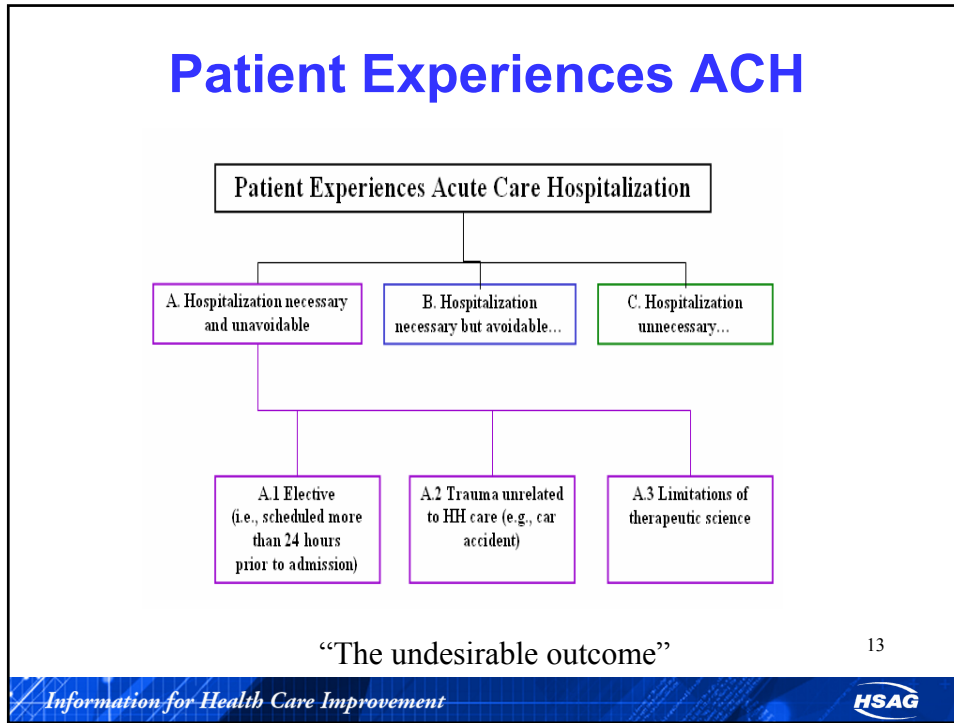
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Navigating the ACH Event Tree (continued)

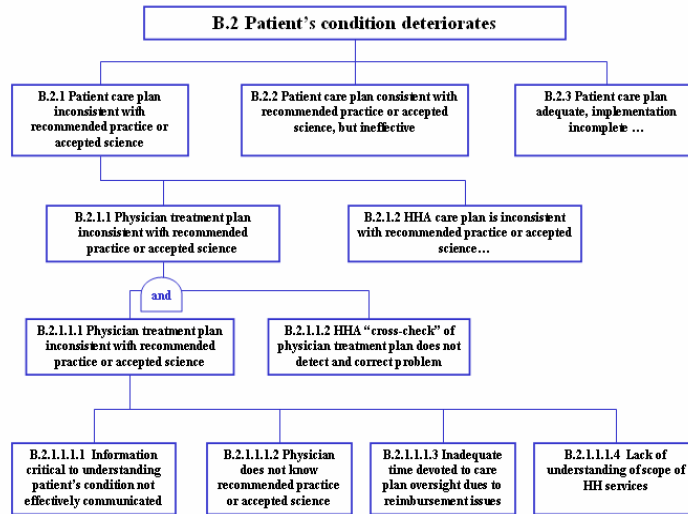
At the top of the tree is the undesirable outcome of ACH

- A. Hospitalization necessary and unavoidable
- B. Hospitalization necessary but avoidable
- C. Hospitalization unnecessary

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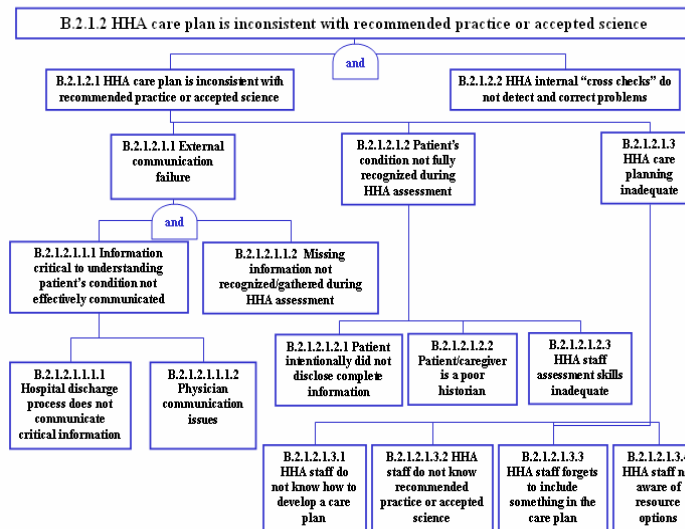


B.2—Patient’s Condition Deteriorates



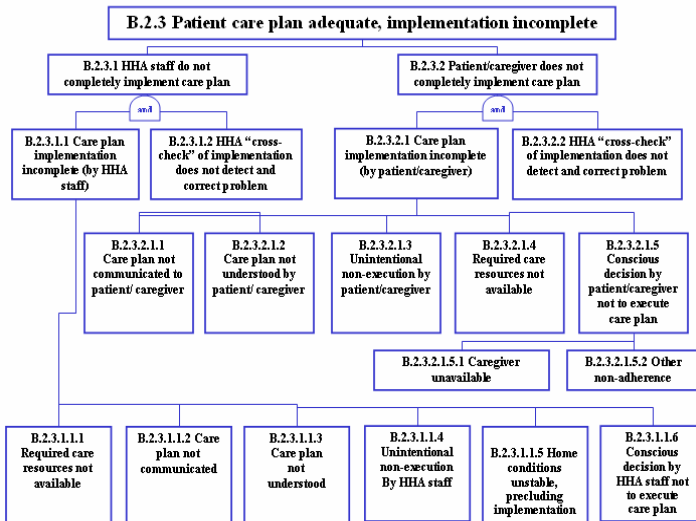
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B.2.1.2—Care Plan Inconsistent With Recommended Practice



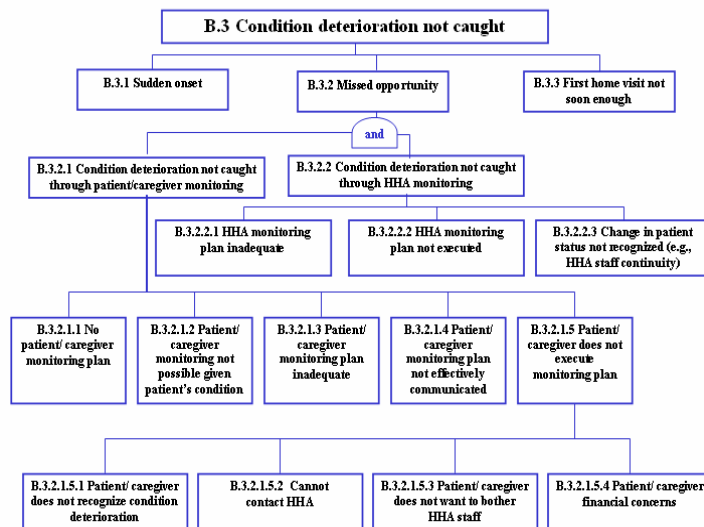
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B2.3—Care Plan Adequate, Implementation Incomplete



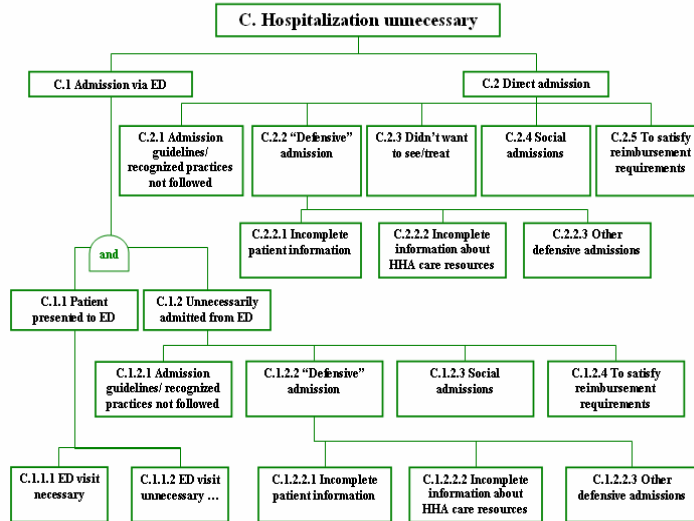
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B.3—Condition Deterioration Not Caught



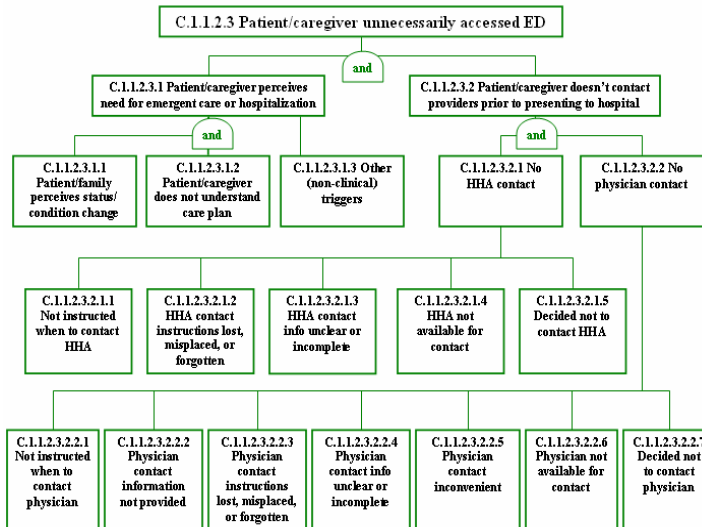
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C—Hospitalization Unnecessary



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C1.1.2.3—Patient/Caregiver Unnecessarily Accessed ED



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How and When to Use the Event Tree to Reduce ACH

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Using the ACH Event Tree

- Basis for discussion about what might be an avoidable/unnecessary hospitalization.
- Possible approaches that might be useful in addressing reasons for ACH.
- Review before beginning the Process of Care Investigation (POCI).

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Using the ACH Event Tree (continued)

- Create ideas for things to check for during chart audits.
- Use after you have completed the POI.
- Understand the reasons why that process had not been implemented consistently.

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ACH

- Do not expect zero percent.
 - Nature of some illnesses and limits of medical science
- Goal is to reduce avoidable hospitalizations.
 - Prevent deterioration

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Best Practice Strategies

- Hospital risk-assessments
- Patient self-management
- Patient emergency care planning
- Transitional care coordination

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Best Practice Strategies (continued)

- Front-loading visits
- Telehealth
- Phone monitoring
- SBAR

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Important Web Sites

- CMS Web Sites

www.medicare.gov

www.cms.hhs.gov/quality/nhqi

www.medqic.org

- HSAG Web Sites

www.hsag.com

<http://nhqi.hsag.com>

<http://hhqi.hsag.com>

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