



WORKSHOP SUMMARY SHEET

TITLE: Improving Care Coordination Across Settings with INTERACT

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SUMMARY: INTERACT (Interventions to Reduce Preventable Acute Care Transfers) program uses a multi-faceted approach and resources for reducing preventable hospitalizations and readmissions. Participants will understand tools and resources available through INTERACT; Hear about experiences on how labor and management collaborate through INTERACT; and, hear strategies for implementation to reduce preventable hospitalizations and readmissions.

THE CONTENT OF THIS WORKSHOP APPLY TO THE FOLLOWING AREAS:

Decreasing Costs, Improving Staff/Resident/Patient Satisfaction, Reducing Readmissions and Improving Quality

THE MOST SIGNIFICANT ROLE LABOR-MANAGEMENT COLLABORATION CAN PLAY IN SUPPORTING THIS WORK IS:

- Labor-management collaboration and leadership play an important role in educating and supporting an interdisciplinary team at different stages of care towards the early identification, assessment, documentation, and communication of significant changes in a resident's status.

THIS INITIATIVE/ INFORMATION WILL AID YOUR FACILITY IN THE CHANGING HEALTH CARE ENVIRONMENT BY:

- Creating an opportunity for providers in the Medicare Value-Based Purchasing Demonstration to reduce preventable hospitalizations
- Building the foundation for improving care transitions with other health care setting – an important focus of State and Federal policy changes.

THE THREE MOST IMPORTANT IDEAS OR LESSONS TO BE SHARED WITH OTHERS ABOUT THIS INITIATIVE:

1. INTERACT improves quality of care and a resident's experience in the nursing home.
2. INTERACT improves resident and family satisfaction.
3. INTERACT cannot be effectively implemented or sustained without strong labor-management collaboration.

Additional Resources:

INTERACT Web site: <http://www.interact2.net/>

Journal of American Geriatric Society Article: <http://www.ncbi.nlm.nih.gov/pubmed/21410447>