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Bridges to Home: Navigating High-Risk Inpatient Clients Using a Lay-Health Worker Model in Eastern Kentucky

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Background & Significance

Roughly 20% of all Medicare fee-for-service clients are readmitted within 30 days of hospital discharge, resulting in $17 billion annually. It is estimated that 75% of these readmissions are avoidable. Research has demonstrated that a broad range of socioeconomic and personal factors impact readmission rates. This study seeks to address such factors through a hospital-based Lay Health Worker (LHW) model for transition of care.

Aims

Overarching goal: to reduce 30-day readmission rates at St. Claire Regional Medical Center in Morehead, KY. We will achieve this goal by achieving the following aims:

Aim 1: Administer the LACE index, which assesses risk of 30-day readmission, during client intake procedures to individuals presenting to the St. Claire Regional Medical Center's admissions office and Emergency Department.

Aim 2: Identify and assist in addressing the psychosocial and health determinants of LACE-identified high-risk clients before, during, and after the time of hospital discharge using a lay-health worker (LHW) model.

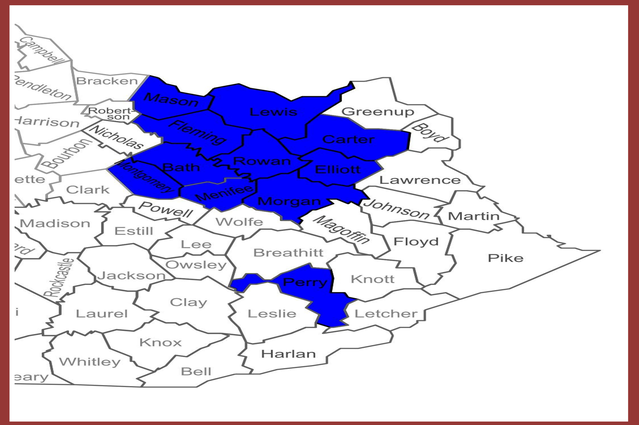
Aim 3: Monitor the impact of implementing Aims 1 and 2 on compliance of discharge orders and appointments, client satisfaction, and 30-day readmission rates.

Design/ Methods

This study utilizes a pre/post design that assess the impact of implementing a LHW model on 30-day hospital readmission by assisting high-risk clients with their post-discharge social needs. To determine the effectiveness of this LHW model, outcome measures for the 4-6 months prior to study's program implementation and for 6-months after the study intervention are compared. Both traditional statistical methods and quality improvement evaluation methods, including Statistical Process Control, will be performed.

Bridges to Home participants resided in the following counties:

Bath
Carter
Elliot
Fleming
Lewis
Magoffin
Mason
Menifee
Morgan
Perry
Rowan



Outcome Measures

- Demographics, healthcare and health insurance information, socioeconomic factors, social history, and past medical histories will be collected for analytic purposes.
- LACE index (≥ 7 = high risk)
- Wellness Needs Assessment
  - Health Literacy
  - Depression and anxiety screening
  - Adherence/Compliance risk
  - Support structure
  - Social factors
  - Financial barriers
- SF 36
- Multidimensional Health Locus of Control Scale-Form B
- Client Satisfaction Scores
- Compliance rate
- 30-day readmission rate

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St. Claire Regional Medical Center