



Reduce Hospital Readmissions Using Harmony for Care Transitions™

Collaborative Solution Improves Success of Transitional Care for High-Risk Medicare Patients

In 2011, the federal government launched the Community-based Care Transitions Program (CCTP) five-year Medicare program under the Affordable Care Act (ACA). The purpose of the program is to reduce the 30-day hospital readmission rate for high-risk Medicare beneficiaries by ensuring a successful transition from hospital care back to the community. Under CCTP, community-based organizations (CBOs) provide a range of care services to effectively manage, educate and support consumers during the 30-day transition period. Providing consumers with these tools and education needed to complement traditional supports ultimately results in a successful transition back into community.

Harmony Information Systems (Harmony) offers an easy-to-use solution for the management of CCTP programs that empowers CBOs to focus on patient communication and coaching by automating and simplifying the data collection and documentation associated with the Care Transitions process. This includes collaborating with hospitals to identify eligible patients, tracking a consumer's progress, administering and collecting outcomes measurements, and streamlining the Medicare invoice process. Harmony's solution contains all of the necessary tools to help CBOs work with consumers to achieve a higher quality of life, collect required reporting data, reduce hospital readmission rates, and seek payment from Medicare.

started penalizing hospitals with high readmission rates. In 2012, nearly two-thirds of hospitals initially evaluated for readmission rates were penalized for a total of \$280 million, and the maximum penalty rate is expected to increase in 2013 from one percent to two percent. Harmony's solutions enable CBOs to streamline hospital transitions and maximize new funding streams by ensuring every step of the process is done collaboratively, accurately—and documented.

Highlights of using Harmony for your Community-based Care Transitions Program include:

- ▶ Critical data for each Care Transitions episode is easily captured, including the organizations involved (hospitals and CBOs), hospital discharge date, and core demographic data.
- ▶ Milestone events such as in-home visits, calls, and transitional services can be quickly recorded.
- ▶ Outcome measures, surveys, and assessments are included and can be used to track individual progress as well as population trends. The Coleman model is fully supported and Harmony includes electronic versions of the standard CCTP coaching tools, including the Care Transitions Measures forms (CTM-3 and CTM-15), the Patient Activation Assessment, the Intervention Activities worksheet, and the Medication Discrepancy Tool (MDT).³ The CMS pilot patient experience surveys (first and second administration) are also included.^{4,5} Automatic



Healthcare professionals have a moral obligation to come together and learn ways to reduce the rate of preventable readmissions for this vulnerable population.”
– Dan Osterweil, M.D.¹

Not only do readmissions decrease the patients' quality of life and diminish the likelihood of long-term survival outside of the hospital, but the high cost of hospitalizations leaves Medicare paying over \$26 billion annually for patients who are readmitted within 30 days.² As a result, CMS has

tracking of all patient encounters and transition services allows CBOs to manage each patient systematically, submit invoices for payment, and track payments all within a single system that explicitly ties assessments, care plans, services, and outcomes together.

¹(2014). SCAN Medical Director Emphasizes Team Approach to Reducing Hospital Readmissions. Fort Mill Times.

²Centers for Medicare & Medicaid Services. (2013, January). Community-based Care Transitions Program.

³Coleman, E. (2013, January). The Care Transitions Program®.

⁴(2012, March). Community-based Care Transitions Program (CCTP) Patient Experience Survey. Office of Information and Regulatory Affairs.

⁵(2011, September). Community-based Care Transitions Program (CCTP) Patient Experience Survey. Office of Information and Regulatory Affairs.

Why Choose Harmony for Community-based Care Transitions Program

Rapid Deployment	Delivered as a web-based model for immediate use and scalability	Off-the-shelf deployment eliminates IT infrastructure costs	Eliminates learning curve by using features already in use by Harmony customers
Ease of Use	Provides CBOs with tools for step-by-step collaboration with hospitals and includes full support for industry standard CCTP models	Supports requirements for Medicare CCTP and other federal programs	Tracks all Care Transition episodes in a single database, eliminating information silos
Demonstrated Success	More than 900 human services organizations have benefited from Harmony solutions over the past 10 years	39 state agencies are currently using Harmony solutions	26 states currently using Harmony to rebalance long-term care
Price	Partnership-based model to ensure customer success	Fixed base package for up-front implementation	Variable components available based on success rate of reducing readmissions

Implementing Harmony for Care Transitions empowers CBOs to deliver high-quality transitional care to high-risk Medicare patients. By collaborating with hospitals, CBOs can track patient progress in real-time and take appropriate action whenever necessary to ensure a successful transition.

Empower your coaches to help consumers transition from the hospital back to the community. Contact Sales at 866.951.2219 | sales@harmonyis.com or via: <http://harmonyis.com/solutions/care-transitions-program.php>

About Harmony Harmony Information Systems provides off-the-shelf solutions for managing the delivery of home- and community-based, long-term care. The company's software is used by more than 900 human services organizations to improve service delivery efficiency, ensure compliance with funding source requirements, and enable consumer-driven care delivery models. For more information visit www.harmonyis.com or call 866.951.2219.