Original Research

Evaluation of COPD Chronic Care Management Collaborative to Reduce Emergency Department and Hospital Revisits Across U.S. Hospitals

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Citation: Press VG, Randall K, Hanser A. Evaluation of COPD chronic care management collaborative to reduce emergency department and hospital revisits across U.S. hospitals. *Chronic Obstr Pulm Dis.* 2022; Published online March 24, 2022. doi: https://doi.org/10.15326/jcopdf.2021.0273

Statement of Funding Support: This work was not funded.

List of Abbreviations: COPD = Chronic Obstructive Pulmonary Disease; CMS = Centers for Medicare and Medicaid; AMC = academic medical centers; ED = emergency department; HRRP = Hospital Readmissions Reduction Penalty; PI = Performance Improvement; PDSA = "Plan-Do-Study-ACT"

List of Key Words: Readmissions, Chronic Obstructive Pulmonary Disease (COPD), Hospital Readmission Reduction Program, Quality Improvement

Note: This article has an online supplement.
Abstract

Background: Chronic Obstructive Pulmonary Disease (COPD) is the third-leading cause of early readmissions. The Centers for Medicare and Medicaid instituted a financial penalty for excessive COPD readmissions galvanizing hospitals to implement effective strategies to reduce readmissions. We evaluated a 6-month COPD Chronic Care Management Collaborative to support hospitals to reduce preventable COPD-related revisits.

Methods: Sites were recruited among nearly 300 Vizient members. The Collaborative used performance improvement initiatives to assist with implementation of effective strategies. Participants submitted performance data for two outcome measures: emergency department (ED) and hospital revisits.

Results: Forty-seven members enrolled (Part I+II: n=33; Part I: n=3; Part II: n=11) of which 23 submitted data (n=23/47). The majority (n=19/23, 83%) reduced rates of COPD-related ED and/or hospital revisits. Among all 23 sites, the change in ED visits went from 11.05% to 10.87%; among 7 sites with reductions in ED visits, the reduction was 12.7% to 9%. Among all 23 sites, there were no reductions hospital readmissions (18.53% to 18.64%); among 7 sites with reductions, the readmission rate went from 20.1% to 15.6%. The mean reach across 17 hospitals reporting reach for their most successful measure at baseline was 35.2% (SD = 26.7%) and for the six reporting reach at follow-up was 73.8% (SD = 18.3%); of note, only three sites submitted both baseline and follow-up data.

Conclusions: The Collaborative successfully supported the majority of sites to reduce COPD-related ED and/or hospital revisits using subject matter experts and coaching strategies to support hospitals' implementation of COPD quality improvement interventions.
INTRODUCTION

Chronic Obstructive Pulmonary Disease (COPD), a chronic, progressive disease of the lungs, affects at least 16 million Americans,\(^1,2\) is a leading cause of disability,\(^3,4\) and is the fourth-leading cause of death in the US.\(^2\) While COPD can be managed with effective interventions, patients often do not receive appropriate or timely treatment, leading to worse clinical outcomes, high resource utilization (e.g., emergency department (ED) visits and hospitalizations), and high costs.\(^5,6\) In 2010 this disease cost over $30 billion each year in health care expenses in the US, and costs were expected to reach nearly $50 billion by 2020.\(^2\) The majority of costs are related to acute care utilization, including ED visits and hospitalizations,\(^5,6\) many of which are considered preventable.\(^7\) Early (30-day) hospital readmissions, of which COPD is the third-leading cause among the Medicare patient population, are particularly considered to be preventable due to their proximity to the index admission.\(^8\)

There are myriad of reasons why these early COPD readmissions might occur, including inadequate in-hospital treatment for the initial exacerbation and/or insufficient transition of care interventions to help support patients after discharge.\(^1,9–14\) With respect to the former, one study of inpatient quality of care found that only one-third of patients received “ideal” care for their COPD exacerbation.\(^9\) With respect to the latter, studies show patients have inadequate skills for using respiratory inhaler devices critical for delivering medications to control symptoms;\(^10\) additionally, studies have shown that effective teaching strategies can be provided during hospitalization and can reduce these early hospital readmissions.\(^11–14\)
To address these excessive early readmissions after admission for COPD exacerbations, the CMS initiated a Hospital Readmissions Reduction Penalty (HRRP) for COPD as of fiscal year 2014.7 Hospitals across the U.S. sought opportunities to implement evidence-based practices to improve the quality of care and reduce excessive readmissions after hospitalization for COPD.15 Multiple single site studies have been conducted, with varying success. One reason that hospitals might fail to show improvements is lack of on-site expertise in identifying and/or implementing effective interventions and/or lack of on-site expertise on how to evaluate program metrics effectively.16,17 Therefore, to aid hospitals with translating existing evidence of effective strategies into practice in a supported environment, Vizient developed a COPD performance improvement Collaborative to support enrolled hospitals through program/intervention implementation with opportunities for simultaneous subject matter expert-provided education on evidence-based interventions and implementation approaches and mentoring and peer-support sessions. This report aims to share the results and lessons learned from the multi-site Collaborative.

METHODS

Setting and Design

Vizient, the setting for the Collaborative, is a healthcare performance improvement company, serving more than half of the healthcare organizations across the United States (US). As part of Vizient’s network, the Performance Improvement (PI) Collaboratives program provides evidence-based research and collaboration to address challenges across the healthcare continuum, resulting in organizations’ improved performance. The COPD Chronic Care
Management Collaborative was one of 16 Vizient Performance Improvement Collaboratives offered in 2020. These Performance Improvement (PI) Collaboratives focus on connecting health care organizations committed to improving together by exchanging ideas, knowledge, and experience to advance patient care. Improvement Collaboratives use an evidence-based PI model that incorporates components of Lean, "Plan-Do-Study-ACT" [PDSA], Six Sigma-DMAIC, etc., complementary to other methodologies used by enrolled hospitals. Topics for the Collaboratives are obtained via surveys of Vizient members annually. Based on feedback from Vizient membership, a performance improvement Collaborative was developed to examine, improve, and support the intervention implementation of COPD programs among Vizient members.

COPD Collaborative Overview

The COPD Collaborative enabled and offered participating hospitals and health care organizations to collectively work on improving patient navigation through various care access points, patient outcomes and disease education, awareness, and overall support for the COPD patient population. The Collaborative was a multi-month, PI-focused initiative with bimonthly virtual meetings focused on education from subject matter experts and peer-to-peer networking. In June 2019, Vizient convened a planning committee including two subject matter experts (VP and RG) from healthcare systems along with internal stakeholders to develop and finalize the Collaborative project’s scope. The team was comprised of healthcare administrators, nurses, and medical experts. The program was designed to provide six educational webinars on topics relevant to developing, implementing, and evaluating COPD readmission reduction interventions. The six monthly subject matter talks were provided by one of two subject matter experts (VP or SG) and included the following topics: Medication Management: Patient
Education and Self-Management, Interprofessional Care Team, Technology Innovation for COPD Readmission Reduction, Population Health Management, Post-hospital Strategies, and Post-acute and community support. These educational webinars were each followed by a corresponding networking webinar. The six peer-to-peer, networking, hour-long meetings focused on enrollees discussing their progress updates and receiving expert coaching from the subject matter expert(s).

**Project Focus and Collaborative Goals**

This Collaborative focused on assisting multiple sites with the implementation of effective COPD care management strategies, standard practices, and evidence-based protocols to help reduce disease progression, process variation and COPD-related emergency department revisits and readmissions. The Collaborative was comprised of two parts, and members could participate in either part or the entire collaborative: **Part 1:** Points of Access focused on improving effective care management and care access to reduce disease progression leading to ED visits and readmissions; and **Part 2:** Standardized Care explored the leading strategies to incorporate standard practices of care and protocols to reduce process variation and medical errors. The Collaborative’s goals included: 1) increase COPD-patient engagement, education, and long-term self-management; 2) establish community and post-acute care partnerships to increase patient support and effective transitions of care; 3) identify population health management strategies to prevent, monitor, and stabilize COPD; and 4) improve interprofessional team collaboration, COPD-related knowledge, and standardization of workflows and processes.

**Site Recruitment and Participation requirements**
Sites were recruited from the Collaborative program membership that includes nearly 300 members, with over 1,000 participating academic medical centers (AMC) and community hospitals. Project recruitment included targeted outreach, marketing in a Vizient monthly newsletter, and hosting an informational webinar to inform program participants of the upcoming project focus, participation requirements, and expected benefits. The COPD Chronic Care Management Collaborative had 47 unique organizations enroll and participate in the 6-month project. Collaborative participation requirements included identifying three team members for each enrolled organization, completing a project charter, joining bimonthly virtual meetings for the education and peer-networking sessions, and delivering a progress update. Teams were also required to submit baseline and follow-up “remeasure” outcome and process metric data.

**Intervention characteristics**

Given the variation among healthcare settings, each site could choose to implement the intervention(s) that they identified through their own formal or informal needs assessment as filling a gap in care quality for patients hospitalized with COPD as they transition home to avoid revisits. Teams submitted their charters, which outlined their chosen interventions based on their needs assessment results within the first month of participation (September 2019). Sites were to report on their identified interventions and the metrics by which they would evaluate their interventions. Examples of interventions included: a) develop core interdisciplinary COPD team, b) identify, assign risk, and track COPD patients, c) train the trainers for effective patient education, d) standardized discharge, e) transition and post-acute processes, f) referrals to pulmonary rehabilitation, and/or g) implement COPD care pathways (among others).

**Measurement and Analysis**
Participants were asked to submit performance data for two outcome measures and one process measure. Performance results were submitted twice, once at baseline and a second submission for the remeasure time-period. The outcome metrics assessed participants’ rate of 30-day COPD-related ED visits and hospital readmissions. Process improvement was evaluated by measuring population “reach” of an intervention as a proxy for impact. Reach was defined as the number of unique individuals affected by a program initiative (e.g., percent of patients with COPD who received spirometry testing, pulmonary referral, 7-day follow-up appointment, etc.). Cost data were financially quantified using AHRQ’s standardized per event cost estimate for 30-day, all-payer, all-cause readmissions. Annualized avoided costs were financially quantified by estimating the average cost of an inpatient readmission. The results for the cost avoidance values and number of events avoided were annualized to reflect a 12-month timeframe. The interventions studied varied across the enrolled sites. Examples of interventions and their measures included: a) the percent of patients with COPD who received a spirometry test, b) pulmonary rehabilitation referral, and c) follow-up appointment within 7 days (among others).

Qualitative data on barriers and facilitators were collected through the bimonthly peer-to-peer networking sessions systematically via pre-meeting submitted progress update slides and end-of-session polling and are summarized with quotes below. Descriptive statistics were performed to summarize quantitative data using means, medians, standard deviations, inter-quartile ranges, and proportions.

RESULTS

Site enrollment and characteristics
The Collaborative ran from September 2019 - February 2020, with Part I running September 2019 - November 2019 and Part II running December 2019 - February 2020. Of the nearly 300 members, 47 members enrolled. Of the enrolled sites, 33 joined for the whole Collaborative (Parts I and II), 3 joined for Part I only, and 11 joined for Part II only. Sites represented the diverse U.S. geographical regions with 8 participating across the Southeast, 4 from the Southwest, 21 from the Midwest, 12 from the Northeast Coast, and 2 from the Northwest Coasts, respectively. Hospitals ranged from small (<250 (34-240) beds, 22 hospitals), to medium (>250-<500 (251-451) beds, 15 hospitals), to large (>500 (536-3000) beds, 10 hospitals). There was at least one hospital site representing urban, rural, and suburban settings, and hospital sites comprised a mix of AMC and community-based systems.

Outcomes

Outcome measures

Overall, of participating sites (n=23/47) who submitted data, the majority (83%, n=19/23) of sites reduced their rate of COPD-related ED revisits and/or hospital readmissions. Of the 23 sites reporting data, five reduced both ED revisits and hospital readmissions, while seven each reduced only ED revisits or hospital readmissions [Table 1, Figure 1a and 1b, Figure 2a and 2b]. There were only 4 teams (of those who submitted data) who did not improve in either outcome metric (ED and Readmissions). Overall, among all 23 sites, the change in ED visits went from 11.05% to 10.87% (mean 29% [range -4 to -61%]); among the 7 sites that had reductions in ED visits, the reduction was from 12.7% to 9%. Overall, among all 23 sites, there were not reductions hospital readmissions (18.53% to 18.64%; (mean 29% [range -4 to -61%]); among the 7 sites that saw reductions, the readmission rate went from 20.1% to 15.6%. There was a signal
that sites with greater participation in the Collaborative were more likely to have improved results. Overall, 68% (n=13/19) of sites with improvements in ED and/or hospital revisits had participation greater than 80%. Among sites with decreased ED visits, 71% (n=5/7) had ≥80% participation. Among sites where rehospitalization decreased 71% (n=5/7) had 100% participation. Among sites where both ED visits and rehospitalization decreased, 60% (n=3/5) had > 80% participation. Among those sites that did not see decreases in ED visits or hospitalizations (n=4) only 50% (n=2/4) had participation >80%.

Process measure

The mean reach across the 20 hospitals reporting reach for their most successful measure, at baseline reach was 35.2% (SD=26.7%; 17=hospitals) and at follow-up was 73.8% (SD=18.3%; n=6 hospitals). [Table 1] High performers (top quartile/25%) all participated in both Parts 1 & 2 and attended an average of 94% of monthly calls and were a mix of community and AMC facilities and bed size, and had a mean reach of 81%. Low performers (bottom quartile/25%) attended an average of 50% of monthly calls, most of whom were community-based hospitals, with varying bed sizes (staffed beds), and had a mean reach of 9.82%. Teams who were above average but not in top 25% attended 100% of monthly calls, and were comprised of both community and AMC hospitals; 60% of hospitals had <250 staff beds and had a mean reach of 54.9%. Teams who were below average, but not in the bottom 25%, attended 55.5% of monthly calls; most were comprised of both community and AMC sites, with a wide-range of bed sizes (small <250 to large >1000) and had a mean reach of 22.3%. Beyond reach, sites also followed a range of other process measures that included completion of the following (n=# sites following this process measure): pulmonary referrals (33.3%), spirometry (23.3%), patient education
provided (20.0%), 7-14-day post-discharge follow-up visits (13.3%), COPD pathway (6.7%),
other process measure (3.3). [Figure 3]

Financial outcomes

The aggregate cost avoidance for the teams who reduced ED visits was $351,157.30 and COPD
readmissions equaled $2,534,833. [Table 1]. Overall, the Collaborative group avoided 183 ED
visits and saved $351,157.30 and 176 hospital readmissions and saved $2,534,833 in COPD and
ED readmission costs. The per-event cost for inpatient readmissions used was $14,394, which
reflects the average of Medicare and non-Medicare estimates. The per-event cost for ED
revisits was $1,917, and data were collected from 23 participating organizations over 6 months
and annualized. The aggregate performance results for the Collaborative were calculated on
positive member performance.

Common barriers and challenges

Many organizations experienced barriers and challenges that prevented or delayed successful
implementation. The following barriers were reported by Collaborative participants during the
project: (1) Delays in receiving support or approval for I.T. to assist, prioritize, create and/or
complete project requests (EHR, report automation, customized forms), n=6; (2) Lack of
organizational support for COPD Program development, growth, support, funding, n=5; (3)
Difficulty identifying and tracking COPD patients, lack of automation requires manual
processes, n=~25 throughout the Collaborative meeting report-outs; and (4) Availability and
accessibility to pulmonary rehabilitation: referrals, facilities, partners, transportation, n=3.

Qualitative feedback: challenges among less successful sites
There were challenges by some of the sites, particularly those that did not see improvements. One site noted:

“Due to our leader transition our group has not had an opportunity to meet. We have not made much progress in two areas (Increase pulmonary referrals and post discharge appointment).”

Another site had difficulty narrowing the scope and stated:

"I should have made them [goals] less complicated. I am super excited because we are moving along. It has been a “process”. It is nice to see an idea take shape. I had to go back and narrow my ideas a few times. I realized I will have to make this change one small step at a time. I understood the time and need for going through so many steps and committees from developing education and writing policies. policies and education. This process was similar but more complex. I had to look at what I wanted to accomplish and break it into smaller process improvements to get to the end goal. I very much appreciate this learning experience."

Some sites began participating during Part II of the Collaborative, and at least one site thought their improvements were less successful due in part to the short duration of their participation.

**Common impactful Practices**

There were four key impactful practices identified by the member sites throughout the Collaborative work and their project updates/progress reports. These included the need to: (1) develop a core interdisciplinary COPD team; (2) identify, assign risk, and track patients with
COPD; (3) “train the trainer” education for effective patient education; and (4) standardize the discharge, transition, and post-acute processes. [Table 2]

DISCUSSION

The Vizient COPD Collaborative was able to demonstrate improved utilization outcomes and cost savings by supporting diverse US hospitals to develop and implement COPD readmission reduction programs. The majority of sites reduced ED visits and/or readmissions and the Collaborative overall saved over $2.5 million from avoided acute care utilization. Sites that more fully participated in the Collaborative were more likely to see positive outcomes.

The reduction in ED visits and/or hospital readmissions for patients with COPD realized through this Collaborative is encouraging. Since CMS identified billions of excess costs in potentially avoidable hospital readmissions,7 efforts across the US have driven to identify and implement successful interventions to reduce these costly events.15–17 The introduction of the CMS HRRP for COPD led to specific efforts to rapidly develop and identify best practices,7 as evidence of effective readmission-reduction interventions was quite limited at the time of policy initiation.20 Several literature reviews and individual interventions have sought to help identify and curate these data.15,17,21 However, most site-specific interventions have lacked power to identify statistically significant readmission reductions,16,17,21 and one randomized study actually found negative results.22 This emerging evidence has been discouraging.

However, the more promising results of this COPD Collaborative may shed light onto pragmatic practices to encourage hospitals to continue to improve the quality of care for patients with COPD through intervention implementation. A key aspect included in this Collaborative
that may have been missing was “mentored implementation” of interventions across U.S. hospitals. Mentored implementation is the use of dedicated expertise to aid clinical sites and their clinical sites leads through the process of implementing quality improvement interventions in real-time. This approach has been used in several prior studies with success at improving medication reconciliation and transitions of care from hospital to home.

Affirming the potential impact of mentored implementation on successful intervention implementation and effectiveness among sites participating in this COPD Collaborative is that the both the acute care utilization (outcome measures) and reach (process measure) of programs that more fully participated were improved compared to those that were not able to participate as fully. Participation cannot necessarily indicate cause/effect, but this association may signal that participating in a Collaborative or other form of mentored intervention implementation may support successful intervention implementation and ultimate outcomes.

Overall reach doubled across sites. However, within site pre-to-post data were limited, as some sites only reported at the baseline period while others only reported at the remeasure period, and about one-third did not report any reach results, limiting conclusions that can specifically be drawn about specific improvements in reach by sites and their intervention. Future work in this area should obtain more robust reach data to identify the impact of reach on programs’ utilization and cost outcomes.

In addition to improvements in outcome and process measures around healthcare utilization and reach, cost-savings were also realized. The Collaborative saved an estimated $2.5 million annualized from a four-month data collection period to a one-year
performance period among the sites that decreased acute care utilization. Prior evaluations of cost-savings have had more mixed results. Therefore, while Collaboratives and mentored implementation approaches in general are resource heavy, requiring investment by participating hospital sites and expertise to lead the Collaborative and/or mentored approach could pay off with a non-trivial return on investment.

In addition to the promising findings and insights provided by this Collaborative, the evaluation has some limitations. By design, the Collaborative did not randomize sites, and each site chose their respective intervention(s). Further, interventions were implemented at each site simultaneously over the duration of the Collaborative without piloting at a single site first. This was due to the fact that sites were implementing established evidence-based interventions and/or best practices and were more focused on obtaining Collaborative implementation and evaluation support than testing novel interventions. In addition, participation bias may be present, both in joining the Collaborative and in participation throughout the Collaborative, such that sites that signed up and more fully engaged may have been more likely to have success even without the Collaborative. However, the average number of Vizient sites that participate in Collaborative is 33, so our participation rate overall was above average (with 47 participating sites). Further, around half of sites did not provide complete data; these missing data may bias our results; however, we presented data and figures to represent the findings as transparently as possible. Additionally, interventions across the sites were not standardized, which could limit generalizability or the results. However, the focus of this Collaborative is to aid hospitals in implementing quality improvement initiatives, rather than test specific interventions. Hence, the findings that greater participation in the Collaborative sessions was associated with improved
outcomes support this concept. Future work that includes randomization of sites to Collaboratives/mentored implementation versus site-only implementation with more fully complete quantitative and qualitative data reporting could better identify the impact of these types of collaborative or mentored implementation strategies interventions that realize improved patient outcomes and cost-savings.

Despite these limitations, the Vizient COPD Collaborative was able to demonstrate improved outcomes and cost savings by supporting diverse US hospitals to develop and implement COPD readmission reduction programs. A majority of sites saw reduced ED visits and/or readmissions and the Collaborative overall could potentially have saved over $2.5 million from avoided acute care utilization based on the calculated savings. With the CMS HRRP continuing for the foreseeable future, ongoing financial pressures will continue to galvanize hospital efforts to reduce preventable and costly acute care utilization. Lessons from this Collaborative may assist U.S. hospitals with this endeavor. Future work can further elucidate important evidence around the impact of collaboratives to support implementation of quality improvement initiatives.
ACKNOWLEDGEMENTS

We want to thank all the participating Vizient sites. We also want to acknowledge Raghav Gupta, MD, FCCP, a subject matter expert who provided some of the educational sessions for the Collaborative. We also want to thank the Vizient PI Collaboratives program. Finally, we would like to thank Mary Akel for her assistance with manuscript submission.

Author Contributions: VGP, KR, and AH conceptualized this study, helped design of the study, interpreted the data, assisted with data collection and analyses, interpreted the data, as well as drafted and revised the manuscript. All authors reviewed and approved the final manuscript. They agree to be accountable for all aspects of the work.
DECLARATION OF INTEREST

Dr. Press reports receiving honorarium for her work with the Vizient Collaborative. In addition, she reports consulting for Humana and receiving grant funding from the NIH, American Medical Association, and American Lung Association. Neither Mrs. Hanser nor Mrs. Randall reports any conflicts of interest.
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Figure Legend

**Figure 1A:** Aggregate Collaborative Group Performance Results by COPD Outcome Metric Among All Sites Regardless of Outcomes: Baseline (11/18 – 2/19) to Remeasure (11/19 – 2/20) Comparison

**Figure 1B:** Collaborative Performance Results by COPD Outcome Metric Among sites with Improved Outcomes: Baseline (11/18 – 2/19) to Remeasure (11/19 – 2/20) Comparison

Legend: Data from the Vizient Clinical Data Base/Resource Manager™ used by permission of Vizient, Inc. All rights reserved. Figure 1B represents 83% of sites that improved on one or both outcome metrics (ED revisits, hospital readmissions)

**Figure 2A and 2B:** Percent of Change by Organization Among all Sites Regardless of Outcomes: Baseline to Remeasure Comparison

Legend: Data from the Vizient Clinical Data Base/Resource Manager™ used by permission of Vizient, Inc. All rights reserved. % Improvement: Negative Values Indicate Improvement. Figure 2A: ED revisits; Figure 2B: Readmissions

**Figure 3:** Process Measurement Distribution by Metric Selection

Legend: Data from the Vizient Clinical Data Base/Resource Manager™ used by permission of Vizient, Inc. All rights reserved. n = 23 participants
### Table 1: Process, outcome, and financial measures

<table>
<thead>
<tr>
<th>Site</th>
<th>Participation</th>
<th>Project Focus</th>
<th>Reach</th>
<th>ED Revisits</th>
<th>Hospital readmissions</th>
<th>Annualized readmissions or revisits avoided</th>
<th>Annualized avoided costs</th>
</tr>
</thead>
</table>
| 1    | Parts I & II; 83% of calls | Population: Pulmonary referral eligible patients  
Interventions: TOC process inpatient to outpatient, patient education, inpatient COPD bundle/navigators, COPD interdisciplinary team, COPD program marketing materials | Pulmonary Rehab conversion from referred to start program  
BL: not submitted, RM: 76% | Improved by -22.6% | Didn’t improve – increased readmissions by 9.9% | -19.30 | $(36,989.06) ED |
| 2    | Part II; 100% of calls | Population: High Risk, multiple visit patients  
Interventions: metrics to monitor adherence to best practices, EHR changes: order, result, charge bedside spirometry, Medication use evaluation, Post-Discharge clinic, RT staff training: spirometry, post-acute care management, post discharge | Spirometry tests conducted  
BL: not submitted, RM: 44% | Improved by -41.9% | Didn’t improve - increased readmissions by 10.3% | -17.33 | $(33,212.03) |
<table>
<thead>
<tr>
<th></th>
<th>Clinic including pulmonologist</th>
<th>Population: Multiple visit patients</th>
<th>Interventions: EHR auto-generate patient list, patient education: RT led medication and disease education, referrals: post discharge specialist appointment (pulm/cardiology), assess OSA (stop-bang), outpatient COPD clinic</th>
<th>No reach metric submitted</th>
<th>Improved by -24.7%</th>
<th>Didn’t improve -increased readmissions by 53.2%</th>
<th>-13.80</th>
<th>$(26,454.60)</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>Part II; 100% completion in partnership with their partner site</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Parts I &amp; II; 63% of calls</td>
<td>Unknown</td>
<td>Interventions: standardized clinical care pathways across settings (ED/Inpatient/Ambulatory)</td>
<td>No reach metric submitted</td>
<td>Improved by -5.2%</td>
<td>Didn’t improve -increased readmissions by 14.4%</td>
<td>-3.76</td>
<td>$(7,200.07)</td>
</tr>
<tr>
<td>5</td>
<td>Parts I &amp; II; 63% of calls</td>
<td>unconfirmed ~, possibly patients that met their BPA order set criteria, which included: 3 of the 5 following items are met: &gt;40 yrs; COPD diagnosis; Receiving SABA; Receiving ICS; Interventions: care</td>
<td>LTAC/Rehab/SNF transfers BL: 6.9% Remeasure – not submitted for this metric</td>
<td></td>
<td>Improved by 33.9%</td>
<td>Didn’t improve -increased readmissions by 21.3%</td>
<td>-18.49</td>
<td>$(35,446.42)</td>
</tr>
<tr>
<td>Part</td>
<td>100% of calls</td>
<td>Population: Our COPD patients vary in age and demographics, the specific challenges we face are COPD patients with multiple co-morbidities, high levels of substance abuse and a very large homeless population.</td>
<td>COPD educator contacts BL only = 51.5%</td>
<td>Improved by 25.7%</td>
<td>Didn’t improve -increased readmissions by 9.9%</td>
<td>-26.00</td>
<td>$(49,836.43)</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Part II; 100% of calls</td>
<td>Population: unconfirmed. However, they worked on education for home treatment and home oxygen ~ possibly home health respiratory service seeking COPD pts.</td>
<td>Patient education BL only = 47%</td>
<td>Improved by 28.4%</td>
<td>Didn’t improve -increased readmissions by 6.4%</td>
<td>-9.50</td>
<td>$(18,204.29)</td>
<td></td>
</tr>
</tbody>
</table>
### Sites with decreased Hospital Readmissions

<table>
<thead>
<tr>
<th>Site</th>
<th>Parts</th>
<th>100% of calls</th>
<th>Population:</th>
<th>Interventions:</th>
<th>EMR triggers tasks</th>
<th>No reach metric submitted</th>
<th>Didnt improve - increase visits by</th>
<th>Improved by - % (largest improvement)</th>
<th>Cost savings</th>
</tr>
</thead>
<tbody>
<tr>
<td>8</td>
<td>Parts I &amp; II; 58% of calls</td>
<td>focused on hospitalized patients, ER patients and those enrolled in our medical home program</td>
<td>nurse education re: PFT reminders for physicians, pulmonary rehab referral</td>
<td>No reach metric submitted</td>
<td>Didn’t improve - increase visits by 17.4%</td>
<td>Improved by - 80.4% (largest improvement)</td>
<td>12.33</td>
<td>$(177,526) hosp read</td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>Parts I &amp; II; 100% of calls</td>
<td>Large patient population of whom many are factory workers and low-income from our community</td>
<td>Pulmonologist consult/ referrals BL only = 65%</td>
<td>Pulmonary referrals BL only = 77%</td>
<td>Didn’t improve - increase visits by 30.8%</td>
<td>Improved by - 20.2%</td>
<td>17.50</td>
<td>$(251,964.87)</td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>Parts I &amp; II; 100% of calls</td>
<td>serve a vulnerable population – focus on caring for COPD patients with unstable housing, alcohol &amp; substance disorders, unmet basic financial needs,</td>
<td>Pulmonary referrals BL only = 77%</td>
<td>Pulmonary referrals BL only = 77%</td>
<td>Didn’t improve - increase visits by 38.9%</td>
<td>Improved by -23.6%</td>
<td>10.20</td>
<td>$(146,818.80)</td>
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<tr>
<td>and psychiatric symptoms</td>
<td>Interventions: COPD Discharge bundle: standardize specialty clinic and PFT referrals on discharge, staff training, respiratory-driven inpatient protocol, EPIC registries</td>
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</tbody>
</table>
|   | 11 | Parts I & II; 100% of calls | Population: COPD patients transition to home health - Manage Healthcare at Home Interventions: nursing education about importance of spirometry to diagnose COPD, patient education, inhaler education checklists, pulmonary rehab evaluations | Pulmonary referrals BL only = 46% RM = 80% Didn’t improve - increased visits by >100%  
Improved by – 46.9% | 15.89 | $(228,788.84) |
|   | 12 | Parts I & II; 100% of calls | Population: unconfirmed; however, they focused on patients receiving inhaler education Interventions: EMR alerting ordering physician that a duoneb order is | No reach metric submitted Didn’t improve - increased visits by >100%  
Improved by – 29.3% | 22.34 | $(321,523.81) |
<table>
<thead>
<tr>
<th></th>
<th>Parts I &amp; II; 8% of calls</th>
<th>Population: unconfirmed, however worked on identifying high risk patients for hospital-at-home,</th>
<th>Interventions: - establish COPD coordinator, patient education: inhaler teaching, standardized protocols and order sets prior to discharge, meds-to-discharge lounge, early outpatient follow up, pulmonary rehab, identify high risk patients for hospital-at-home)</th>
<th>No reach metric submitted</th>
<th>Didn’t improve - increase d visits by 45%</th>
<th>Improved by – 49.3%</th>
<th>20.38</th>
<th>$(293,339.79)</th>
</tr>
</thead>
<tbody>
<tr>
<td>13</td>
<td>Parts I &amp; II; 100% of calls</td>
<td>Population: varied age ranges - early to end stage. We are seeing a lot of co-morbidities in our group and also a cross over between our HF and Pneumonia patients</td>
<td>% Patients captured as part of COPD Pathway BL = 79%, RM = 76%</td>
<td>Didn’t improve - increase d visits by 68.5%</td>
<td>Improved by – 9.0%</td>
<td>7.15</td>
<td>$(102,848.41)</td>
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<tr>
<td>Sites with decreased ED Revisits and Hospital Readmissions</td>
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<td><strong>Interventions:</strong> report to identify patients at admission, COPD Pathway</td>
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<tr>
<td><strong>Population:</strong> admissions age &gt; 17, with a principal diagnosis of COPD, Emergency Department/Inpatient/OASIS/Home Care/PCP</td>
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<tr>
<td><strong>Follow up calls within 2 days</strong></td>
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<td><strong>Improved by</strong></td>
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<td><strong>Ed revisits:</strong></td>
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<td><strong>Readmissions:</strong></td>
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<td><strong>Population:</strong> unknown – no charter submitted or calls attended</td>
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<td><strong>No reach metric submitted</strong></td>
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<td><strong>Improved by</strong></td>
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<td><strong>Improved by</strong></td>
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<td><strong>Ed revisits:</strong></td>
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<td><strong>Readmissions:</strong></td>
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<td><strong>Population:</strong> unknown, focused on patient self-management and use of zone tool for post-discharge education</td>
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<td><strong>Pulmonary referrals</strong></td>
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<td><strong>Improved by</strong></td>
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</table>

**Interventions:** Remote patient monitoring program and pulmonologist post-discharge follow-up within 14 days

Follow up calls within 2 days
BL only = 77%

Improved by -36.5%
Improved by -1.4%

Ed revisits: -20.67
Readmissions: -2.0

(Ed: $(39,618.00)
Readmission: $(28,788.00)

Interventions: Unknown – zero formal participation in Collaborative, was a 1-person team.

No metric submitted

Improved by -7.5%
Improved by -6.6%

Ed revisits: -3.87
Readmissions: -4.03

(Ed: $(7,422.23)
Readmission: $(57,945.08)

Interventions: Post-discharge follow-up calls,

Pulmonary referrals
RM only = 67%
spirometry tests conducted
BL only = 29.6% 

Improved by -33.7%
Improved by -66.9%

Ed revisits: -3.05
Readmissions: -18.16

(Ed: $(5,850.16)
Readmission: $(261,325.55)

(Enrolled but zero participation) attended 0% calls

Part I and II only, 100% of calls
<table>
<thead>
<tr>
<th>Part</th>
<th>Calls</th>
<th>Population</th>
<th>Interventions</th>
<th>% of patients seen by RT Navigator BL only</th>
<th>Improved by</th>
<th>Improved by</th>
<th>Ed revisits</th>
<th>ED</th>
<th>Readmissions</th>
</tr>
</thead>
<tbody>
<tr>
<td>18</td>
<td>16.5%</td>
<td>All patients admitted with a primary diagnosis of COPD</td>
<td>Pulmonary referrals and COPD Navigator</td>
<td>25%</td>
<td>-3.6%</td>
<td>-33.7%</td>
<td>-0.89</td>
<td>$(1,705.81)</td>
<td>$(285,440.34)</td>
</tr>
<tr>
<td>19</td>
<td>83.5%</td>
<td>Heavy smoking population, Acute and Chronic cases, typical. Non-transplant center. Multiple co-morbidities</td>
<td>Clinical pathway</td>
<td>No reach metric submitted</td>
<td>-60.8%</td>
<td>-29.4%</td>
<td>-46.54</td>
<td>$(89,218.22)</td>
<td>$(378,523.30)</td>
</tr>
</tbody>
</table>

Sites without decreased ED Revisits or Hospital Readmissions

<table>
<thead>
<tr>
<th>Part</th>
<th>Calls</th>
<th>Population</th>
<th>Interventions</th>
<th>% of patients seen by RT Navigator BL only</th>
<th>Improved by</th>
<th>Improved by</th>
<th>Ed revisits</th>
<th>ED</th>
<th>Readmissions</th>
</tr>
</thead>
<tbody>
<tr>
<td>20</td>
<td>67%</td>
<td>unconfirmed, ~ charter identified work with COPD patients on the Respiratory Unit and those in-home settings</td>
<td>COPD specific patient education: EMR order to enroll patients and COPD</td>
<td>14%</td>
<td>Didn’t improve - increase visits by 100.4%</td>
<td>Didn’t improve - increased readmissions by 16.8%</td>
<td>60.11</td>
<td>$(115,228.50)</td>
<td>$(178,250.77)</td>
</tr>
<tr>
<td>Booklet and FAQ education sheet for post-discharge</td>
<td>Population: Medicare Shared Savings Program patients - begin with Medicare Shared Savings Program (MSSP) patients initially and expand to all patients with COPD</td>
<td>Interventions: Meds to beds program</td>
<td>No reach metric submitted</td>
<td>Didn’t improve - increased visits by 65.5%</td>
<td>Didn’t improve - increased readmissions by 77.7%</td>
<td>Ed revisits: 27.3</td>
<td>Readmissions: 11.4</td>
<td>ED: $52,337.96</td>
<td>Readmissions: $163,647.22</td>
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<tr>
<td>21</td>
<td>Parts I &amp; II; 58.3% of calls</td>
<td>Population: Medicare Shared Savings Program patients - begin with Medicare Shared Savings Program (MSSP) patients initially and expand to all patients with COPD</td>
<td>Interventions: Meds to beds program</td>
<td>No reach metric submitted</td>
<td>Didn’t improve - increased visits by 65.5%</td>
<td>Didn’t improve - increased readmissions by 77.7%</td>
<td>Ed revisits: 27.3</td>
<td>Readmissions: 11.4</td>
<td>ED: $52,337.96</td>
</tr>
<tr>
<td>22</td>
<td>Parts I &amp; II; 83% of calls</td>
<td>Population: COPD population is from an under-served area. Interventions: COPD Standard Discharge Order Set and education on Discharge tool (ED, Hospital units, SNF, ECF)</td>
<td>Spirometry tests conducted BL only = 28%</td>
<td>Didn’t improve - increased visits by 9.1%</td>
<td>Didn’t improve - increased readmissions by 20.8%</td>
<td>Ed revisits: 5.73</td>
<td>Readmissions: 5.0</td>
<td>ED: $10,979.18</td>
<td>Readmissions: $71,970.00</td>
</tr>
<tr>
<td>23</td>
<td>Part II; 100% completion in partnership with their partner site</td>
<td>Population: Multi-visit COPD patients</td>
<td>No reach metric submitted</td>
<td>Didn’t improve - increased visits by 100.0%</td>
<td>Didn’t improve - increased readmissions by 37.5%</td>
<td>Ed revisits: 9.0</td>
<td>Readmissions: 1.6</td>
<td>ED: $17,253.00</td>
<td>Readmissions: $23,553.82</td>
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<td></td>
<td>patient education</td>
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</table>

*6 sites only reported process measures and no outcome measures; thus, they are not included in this table

*If outcomes (n) < 10 did not report exact % change

Abbreviations: BL = baseline; RM = remeasure; ED = emergency department
Table 2: COPD Collaborative Impactful Practices

<table>
<thead>
<tr>
<th>Leading practice</th>
<th>Successful strategies and impactful practices</th>
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</table>
| **Develop core interdisciplinary COPD team**          | - Identify 2 ~ 6 designated team members  
- Team members need to both: people who have the expertise and are interested and motivated to do the work  
- Must have team members who are consistent                                                             |
| **Identify, assign risk and track COPD patients**     | **Identify COPD, high risk and exacerbated inpatients to deploy procedures and resources**  
- Develop reports using the EHR, conducting a medical record review and applying risk algorithms  
- Review admission reports daily to identify patients: COPD, acute exacerbation, recently discharged patients with AECOPD and patients who may need more intensive transitional care interventions  
**Utilize dashboards and patient registries to track and monitor outcomes**  
- Utilize patient registries, an organized system to collect uniform data, to evaluate outcomes for COPD population  
- Connect registry and COPD Care pathways to EHR to centralize intervention documentation and assessment  
**Develop COPD hospital risk scores**  
- Trial and test risk scores with addition of services and with different levels of interventions to validate services  
- Stratify high utilizers/risk patients to prevent preventable events, readmissions, poor outcomes, etc. |
| **Train the trainers for effective patient education** | Provide formal education training to providers  
- Educate COPD providers (Nurses, Physicians, RT’s and Pharmacists)  
- Develop education workshops or online modules to teach staff: COPD basics, inhaler technique simulations, review of workflows, Teach-to-Goal (TTG) methods, medication management, pharmacy led medication reconciliation  
- Audit and evaluate staffs’ facilitation skills, confidence to correctly teach inhaler technique and steps and/or need for additional training  
**Utilize Teach-to-goal inhaler education**  
- Provide verbal instruction and demonstration of correct inhaler technique, have patient teach-back then repeat 2-3 times or until mastery  
- Tailor education to each patient and assess confusion, level of health literacy, confidence vs. misuse of inhaler and ability to learn and retain knowledge  
**Identify opportunities for COPD education by settings, types, etc.**  
- Settings: hospital, pulmonary rehab, home, clinic, community centers, schools |
<table>
<thead>
<tr>
<th>Standardize discharge, transition and post-acute processes</th>
<th>Conduct and assess discharge readiness and planning</th>
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</thead>
<tbody>
<tr>
<td>Types: education material (brochure, pamphlet, videos), caregiver toolkits, action plans, inhaler checklists, medication management</td>
<td>Conduct Pharmacist-led Medication reconciliation, meds to beds</td>
</tr>
<tr>
<td><em>Conduct Pharmacist-led Medication reconciliation, meds to beds</em></td>
<td><em>Initiate pulmonology referral before discharge by Case manager</em></td>
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<tr>
<td><em>Initiate pulmonology referral before discharge by Case manager</em></td>
<td><em>Schedule follow-up appointment prior to discharge and within 14 days</em></td>
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<tr>
<td><strong>Develop care transition support and materials</strong></td>
<td><strong>Implement standardized order sets into EHR</strong></td>
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<tr>
<td><em>Develop “my hospital book” for patients, readiness assessment tools, discharge checklist, etc.</em></td>
<td><em>Simplify pulmonary rehabilitation referral process to increase access to timely care</em></td>
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<tr>
<td><em>Utilize care transition nurse to conduct follow-up calls within 1-3 days post discharge, and add COPD specific questions to standard list</em></td>
<td><em>Develop home health COPD patient protocol order set</em></td>
</tr>
<tr>
<td><em>Partner with community health workers to manage high risk COPD patients</em></td>
<td><em>Add to COPD bundle order panel and educate staff on where to locate and place order in EHR</em></td>
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</tbody>
</table>

*aData obtained from the teams during our bimonthly networking calls*
Figure 1A

Aggregate collaborative group performance results by COPD outcome metric
Baseline (11/18 - 2/19) to Remeasure (11/19 - 2/20) comparison
- Baseline rate
- Re-measure rate

Inpatient readmissions
30-day COPD-related events
ED revisits

Avoidable ED revisits decreased by 1.53%, on average

Data source: Vicent COPD and manual submission

Figure 1B

Collaborative performance results by COPD outcome metric
Baseline (11/18 - 2/19) to Remeasure (11/19 - 2/20) comparison
- Baseline rate
- Re-measure rate

Inpatient readmissions
30-day COPD-related events
ED revisits

23% Reduction in COPD readmissions
Avoidable ED revisits decreased by 29%, on average

Note: Improvement results calculated on positive member performance
Figures 2A and 2B
Figure 3

Process measurement distribution by metric selection (n=23 participants)

- Spirometry: 23.3%
- Follow-up visit scheduled within 7-14 days post discharge: 6.7%
- Patient received COPD education: 33.3%
- Pulmonary referrals: 13.3%
- COPD Pathway: 20.0%
- Other or unknown: 3.3%
Supplementary Material

Appendix A: COPD Readmission Reduction Intervention Starter Checklist

Organizations can use the following checklist of leadership call-to-action questions, to assess their current state of COPD management and assess readiness and resources to support COPD and chronic care management strategic initiatives.

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
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<tbody>
<tr>
<td>Have we mapped out our COPD team roles to understand where responsibilities could be shifted to improve discharge, follow-up and post-acute care support?</td>
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<tr>
<td>Do we currently have automated reports to identify COPD patients and patients with acute exacerbations on admission?</td>
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<tr>
<td>Have we developed hospital risk scores to stratify COPD patients? How do we assign risk to inpatients?</td>
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<tr>
<td>Are we currently utilizing patient registries or dashboards to centralize documentation and evaluate outcomes?</td>
<td>□</td>
</tr>
<tr>
<td>What type of formal training or education do providers receive to prepare them for providing COPD patient education?</td>
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</tbody>
</table>

Figure Legend:

Supplemental Figure: COPD Acute Care Utilization by Outcome Metric and Organization Remeasure Period (November 2019 – February 2020)

Legend: Data from the Vizient Clinical Data Base/Resource Manager™ used by permission of Vizient, Inc. All rights reserved.
Supplemental Figure: