



<b>Abstract Title:</b>	<b>Strategies to Bridge The Transitional Care Gap from Burn Unit to Burn Clinic</b>
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<b>Objective:</b>	Upon completion of the lecture, attendees should be better prepared to: <ul style="list-style-type: none"><li>• Demonstrate an understanding of transitional care gap and provide a measurable solution to bridge that care gap between inpatient to outpatient care</li></ul>
<b>Abstract:</b>	<p><b>Introduction:</b> As part of patient care quality improvement, the providers must embrace value-based care. The healthcare trend has placed significant emphasis on decentralizing care from Hospital to ambulatory services, such as outpatient clinics, in effort to reduce overall healthcare spending. As CMS upregulate the reporting for quality measures, to scrutinize hospital reimbursement, we must take action to minimize that risk. We have identified opportunities for improvements in our transitional care strategy.</p> <p>Opportunities for improvement:</p> <ol style="list-style-type: none"><li>1. Improvements in patient instruction brochure.</li><li>2. Face to face patient education during transition from burn unit to burn clinic.</li><li>3. Improve education regarding logistic for arriving to burn clinic.</li></ol> <p>Transitional care process strategies:</p> <ol style="list-style-type: none"><li>1. Develop burn clinic brochure: information on location, parking, contact information, bring pain medication, bring negative pressure dressing supplies, remind patient to report any sign of infection and negative symptoms, request refills.</li><li>2. Continuum of care: clinic staff will meet burn patient in burn unit prior to hospital discharge, provide Q&amp;A for patient and family, provide and present key elements of burn clinic brochure.</li><li>3. Face to Face time with discharging patient and family to discuss and plan out clinic arrival logistics (wheelchair access, parking valet, parking location, transport technician.</li></ol> <p>Implementation of Outcome Metrics:</p> <p>The collaborative effort between burn unit staff and burn clinic staff: implement patient feedback questionnaires to assess level of patient satisfaction regarding transitional care discharge process. When patient arrives to burn clinic the first time, clinic staff will complete a check list to assess the success of transitional care process. The checklist will consist of patient arrive with pain medication, negative pressure</p>

dressing supplies (if appropriate), recognize burn clinic staff, knowing where to park, bring discharge packet, knowing location of burn clinic, and wound care instructions.

**Conclusion:** Bridging the transitional care gap will be an important strategy to ensure both value-based care and the customer satisfaction is met. By implementing the transitional care process strategies, we can reduce hospital readmission, increase both HCAHPS and CGCAHPS scores, increase patient compliance, reduce clinic appointment “no-shows,” and ultimately improving the bottom-line of our organization.

**Disclosure:**

Peter Yen – No Relevant Financial Relationships to Disclose  
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Jeffrey Kerby – No Relevant Financial Relationships to Disclose