

Phoenix Home Care, L.L.C.

Hospitalization Prevention Protocol



Patients go home sooner than ever, often leaving them in a state of uncertainty. Often times, patients are readmitted to hospitals within 30 days of returning home. Using an innovative protocol for our patients, Phoenix Home Care, L.L.C. has been a leader in the industry at preventing hospitalizations and keeping patients safe at home. Phoenix Home Care, L.L.C. has been consistently lower than the National and State averages for hospitalizations on Home Health Compare.

Phoenix Home Care, L.L.C.'s skilled and professional staff identify patients most at risk for hospitalizations at the initial visit. We work with these patients directly to avoid hospitalizations. We keep physicians informed and involved in the direct patient care. We educate patients and caregivers about the care needed for prevention and maintenance of any diagnosis or disease process.

Key Indicators That May Trigger Home Health Services

Telehealth

Patient Education

- Age 75 or older
- 3 or more active health conditions
- 2 or more falls in the last 3 months
- Low health literacy
- Functional deficits requiring PT and/or OT
- 5 or more prescribed medications
- Inadequate support system
- Incontinence
- SOB
- History of non-compliance
- 2 or more hospitalizations in the last 12 months
- Weight loss, reported self-exhaustion, slower movements sit to stand, and while walking
- Cognitive impairment and/or recent decline in mental, emotional, or behavioral status/dementia

- Phoenix Home Care, L.L.C. will make daily contact with the patient/caregivers to assess health status.
- In response to any abnormal findings, the RN case manager will contact the patient to triage the situation. If warranted, a same day visit will be performed. The physician will be notified to prevent an ER visit and subsequent admission to the hospital.
- Early prevention and detection is the key.

- Patients and caregivers are educated on their diagnoses. Phoenix Home Care, L.L.C. clinicians follow a number of comprehensive disease specific protocols, including:
 - COPD
 - Diabetic
 - Heart Failure
 - Pneumonia
 - Joint Replacements
- Targeted education involving the patient and caregiver is designed to increase adherence to the plan of care and prevent hospitalization.