

TRANSITIONS OF CARE

STANDARD 5.0

Communicate Essential Care Transition Information to Key Stakeholders Across the Care Continuum

Processes are in place to ensure the timely transfer of essential Transition of Care (TOC) information to key stakeholders including the caregiver, the regular ambulatory care provider, payor/Managed Care Organization, community-based organizations, and the identified **care coordinator / Payor assigned Care Coordinator** in the next care setting.

Organizations can meet this standard by showing evidence that:

	Consistently Performing (3)	Frequently Performing (2)	Inconsistently Performing (1)	Not Performing (0)	Score
Appropriate TOC stakeholders are identified. These stakeholders may include patients and caregivers, regular ambulatory care providers, pharmacists in all relevant settings, care coordinators, payors, and community-based organizations at the next care setting.					
Communications are deployed electronically whenever possible. A best practice is to share information bidirectionally between the hospital and the health plan via Electronic Health Record (EHR).					
Information transfer includes acknowledgement of receipt.					

<p>A standardized, secure template for communication when transitioning a patient should include:</p> <ul style="list-style-type: none"> • Diagnosis, co-morbidities, chronic condition • Medications, medication adherence • Potential for polypharmacy, opioid, or substance abuse • Labs of other tests • Appointments • Cognitive or functional impairments • Behavioral health issues • HRSN (Health-related social needs) financial, housing, food, literacy, self-efficacy • Whenever possible, advance discharge notice to payor • Documentation of Z codes 					
Standard 5.0 Organization Score:					
<p>Consensus Measures</p> <p>Process: Receipt of discharge information after inpatient admission (HEDIS)</p>					
<p>Outcome: Evidence of bilateral exchange of necessary patient information (CMS IA_CC_13)</p>					
<p>Consistently is defined as performance of service/task 80% of greater</p>	<p>Frequently is defined as performance of service/task 50% - 79%</p>	<p>Inconsistently is defined as performance of service/task 20% - 49%</p>	<p>Not performing is defined as performance of service/task less than 20%</p>		

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