

Addressing the high pneumonia readmission rate for African-Americans

Connecting our project to the Novant Health mission

Mission

Novant Health exists to improve the health of communities, one person at a time.



Strategic goal

Position Novant Health to be a leader in health equity.



Objective

Identify and eliminate healthcare disparities.



Case study: Addressing high pneumonia readmission rate for African-Americans



Identified the disparity

African-American patients have a **higher readmission rate for pneumonia** than our other patient populations.

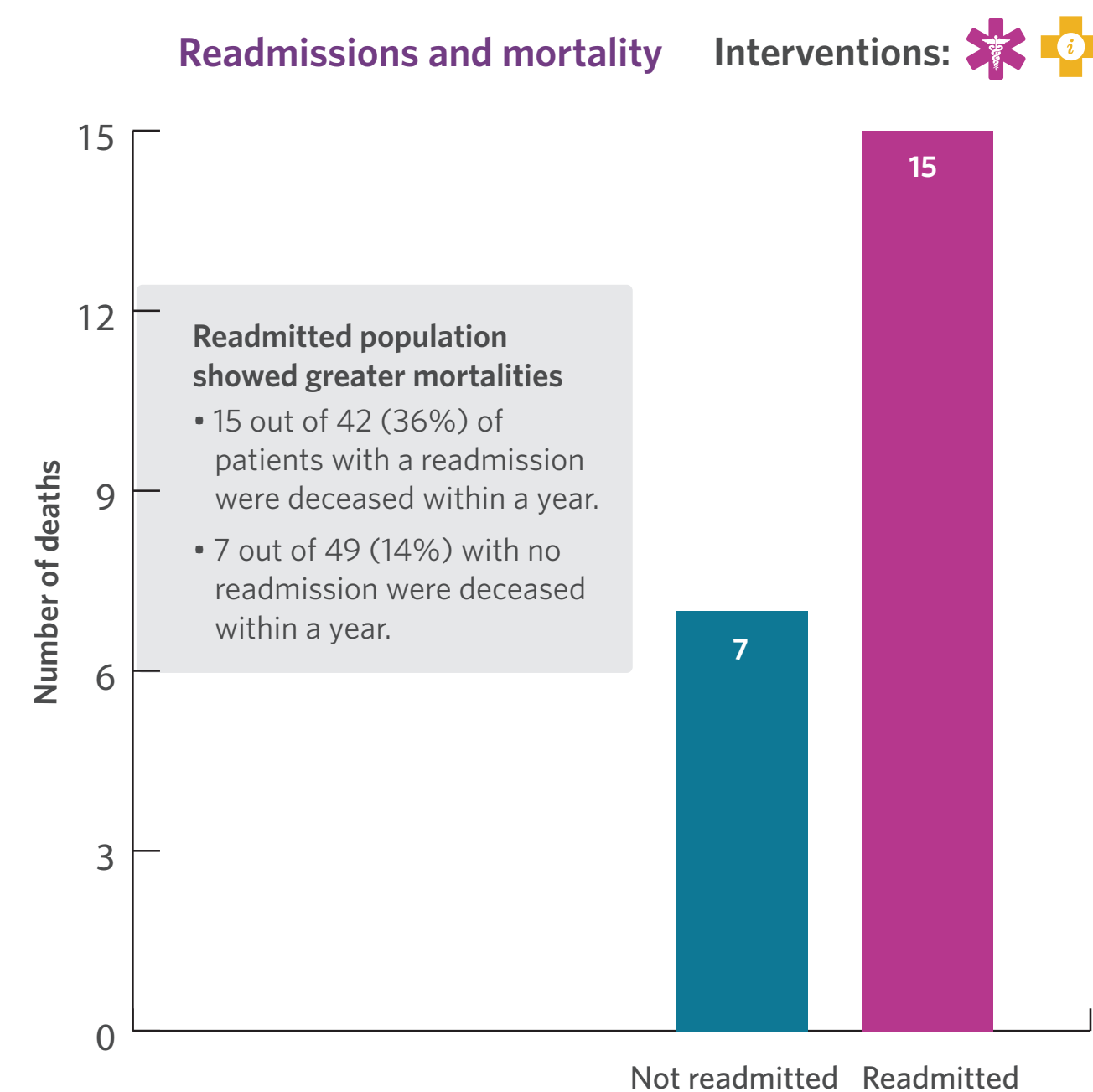
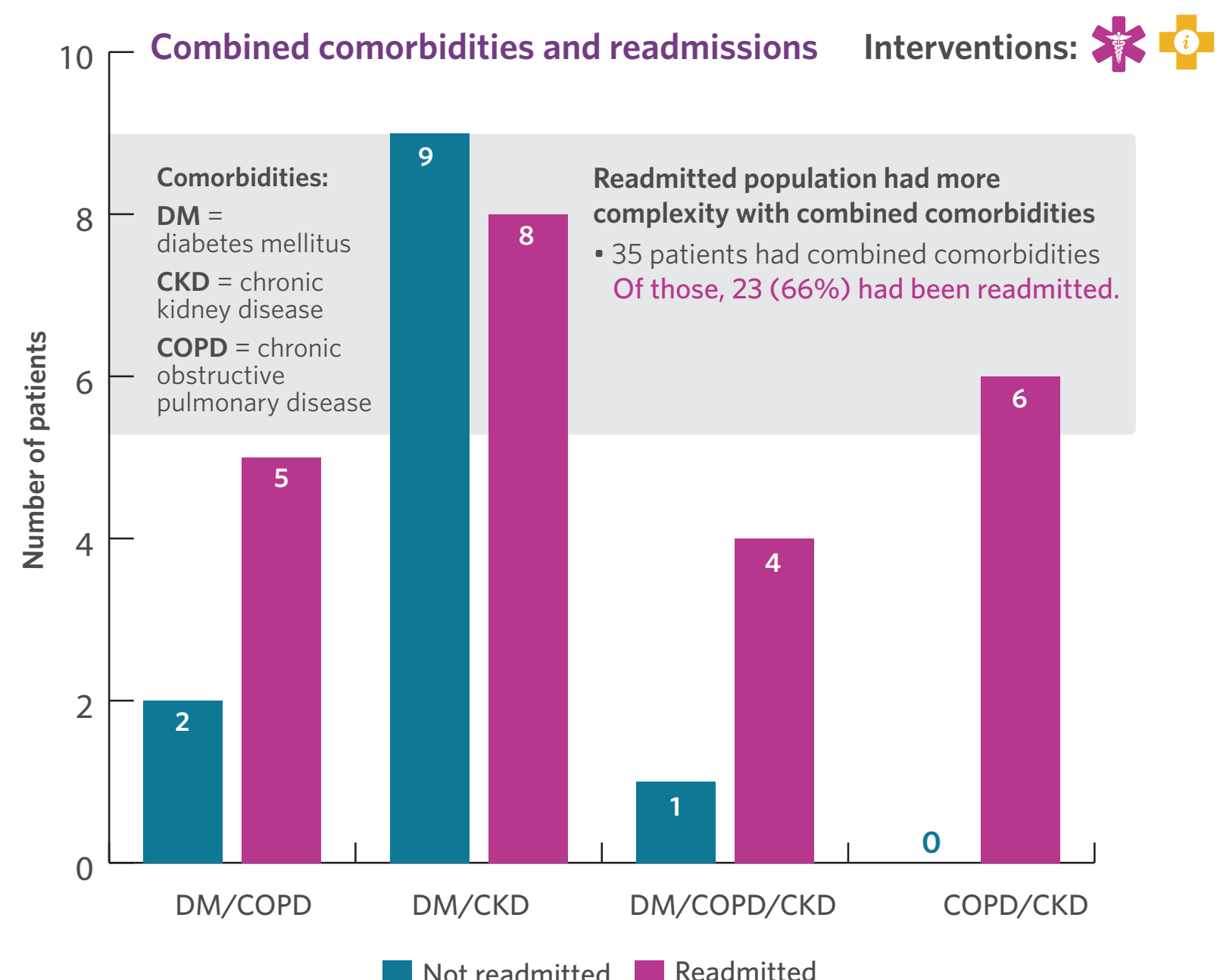
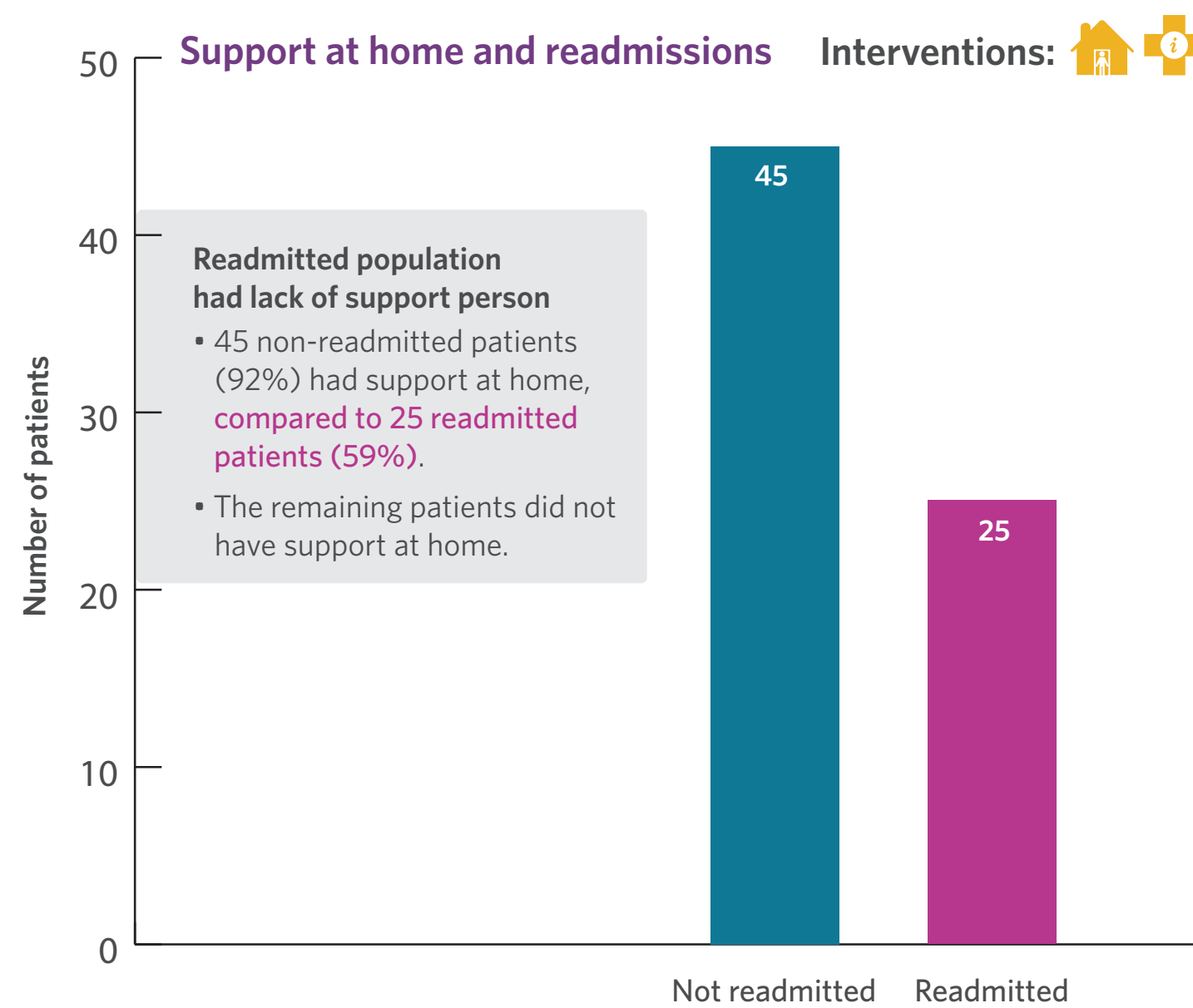
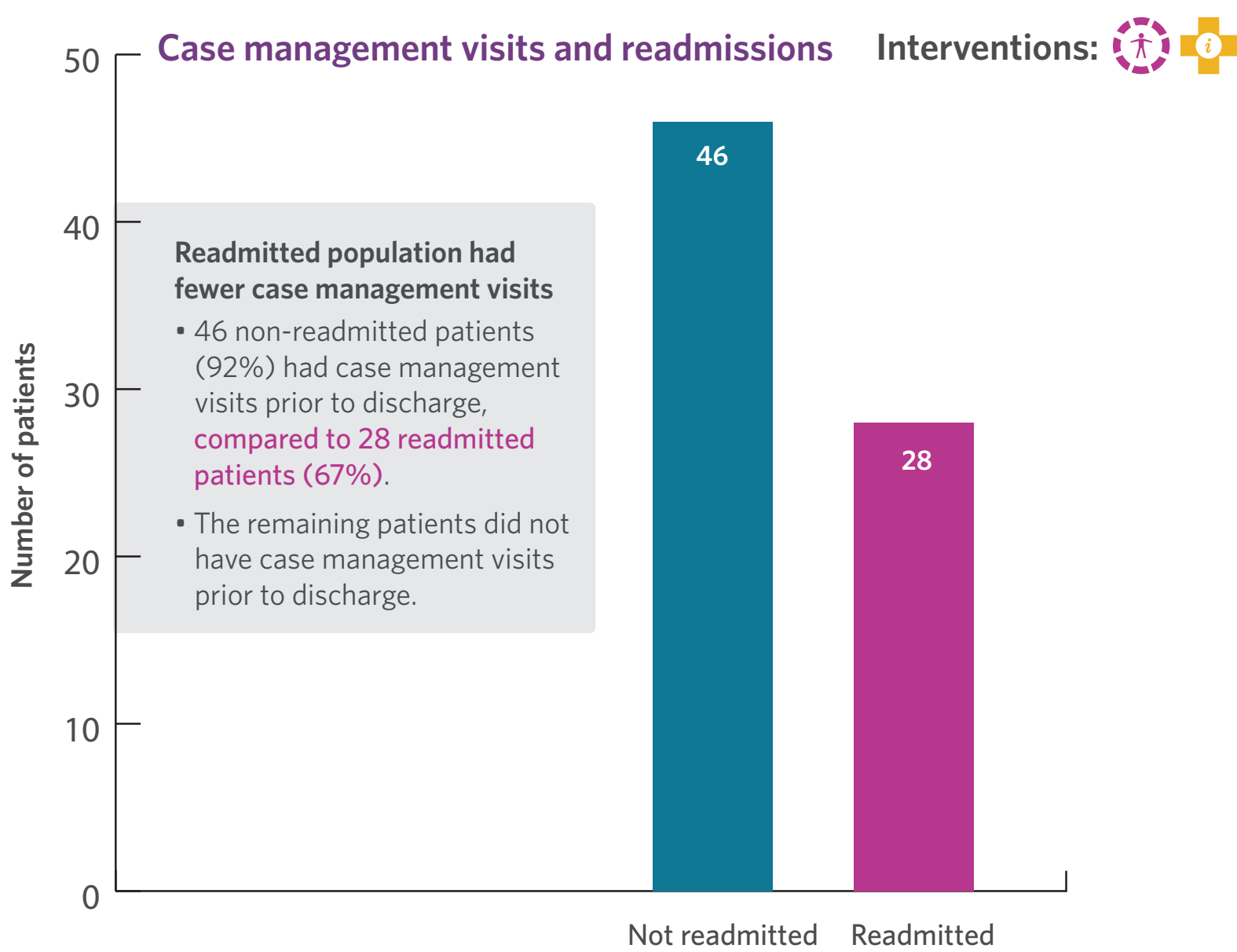
Project goals

- Decrease avoidable readmissions while improving the patient experience and ensuring quality outcomes.
- Create a repeatable model to identify and eliminate disparities.



What do we know about this patient population?

Understanding our data started with >90 chart reviews of African-American patients hospitalized with pneumonia between April 1, 2015, and Dec. 31, 2015.



Targeted interventions for improvement

Discharge

- Create process to support case managers in screening pneumonia patients.
- Identify patients who are at high risk for readmission.

Population health and home visits

- Increase support for patients after discharge.

Access to healthcare

- Provide convenient access to care for our more complex patient population.

Awareness

- Engage and educate team members about disparity and progress of project.
- Design plan to ensure team members receive cultural competency education.

Making healthcare remarkable

