

MaineHealth Accountable Care Organization

Community-based Care Transitions Program Update

Please be advised that following four important and successful years working under CMS' Community-based Care Transitions Program delivering the Care Transitions Intervention (CTI)[®] to Medicare fee-for-service patients at high risk for readmission, we will end our contract as of Feb 29, 2016. We will be able to complete the full 28 day intervention for patients accepted on or before that date.

Although this will result in staffing changes, we believe this is good news for a few reasons:

1. We have established the value of this intervention for our system. Most remarkably, for the 8,495 patients who received the CTI[®], we have maintained a readmission rate of 13.3% vs the 30-Day All-Cause, All-Condition Readmission Rate of 16.2% for the Medicare FFS population discharged from the four participating hospitals (SMHC, MMC, Midcoast, PenBay).
2. With alterations to the program we will now deliver this intervention to patients at high risk for readmission, regardless of hospital, payer or bed status.
3. As a result of concerns about duplication with other system resources, we will exclude all patients receiving concomitant home health agency services.

From now to early spring we will go through the process of restructuring the program and refining the strong foundation already established. Meanwhile, we would like to acknowledge the following individuals who have helped make this program a success:

- Dr. Jeff Aalberg, CMO, MaineHealth ACO for his steadfast support throughout the trials and tribulations of this healthcare innovation.
- Paula Delahanty, CNO at PenBay; Helen Troy, AVP of Quality and Case Management at SMHC; Wendy Osgood, VP for Adult Medical Services at MMC for four years of commitment, numerous hours of committee work and conferences, and their outstanding ability to analyze problems, remove barriers, and lead meaningful programmatic improvement.
- Larry Gross and his team from Southern Maine Agency on Aging, along with colleagues at Spectrum Generations, for their strong and effective partnership.
- Beth Ray, CTI Team Lead and the staff associated with this intervention (Coaches, Liaisons, Navigators, Data Analysts) for their clinical and professional expertise, nimbleness and dedication to the work.

Thank you and we look forward to our continued collaboration and planning as we move past the CMS contract. If you have any questions, please contact Cindy Tack at tackc@mmc.org.