

Relational Coordination & COPD Readmissions: A Positive Deviance Study

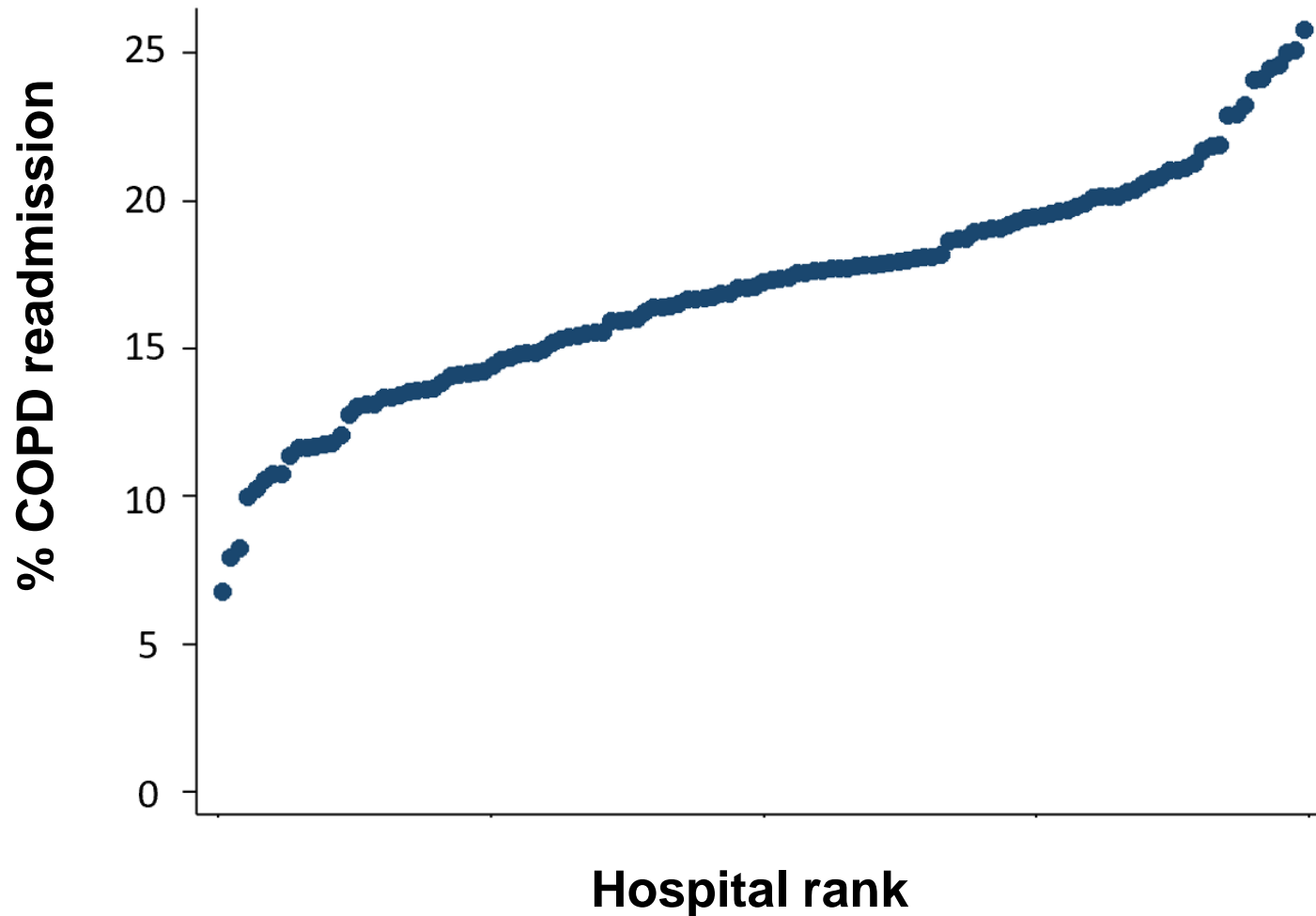
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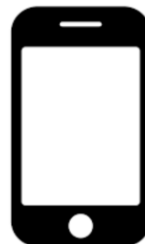


Wide variation in COPD readmissions

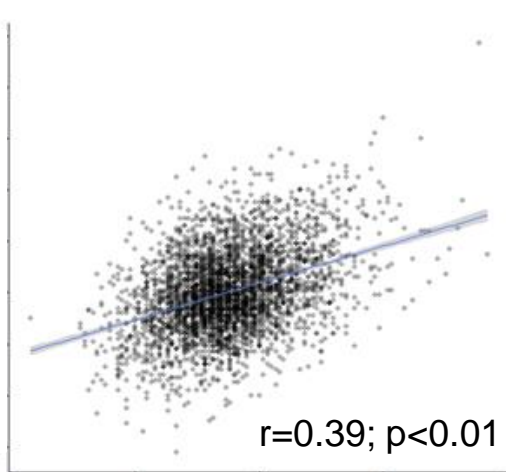




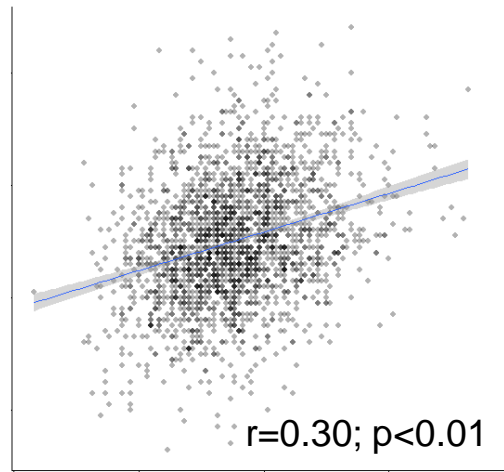
No effective interventions to
reduce COPD readmissions



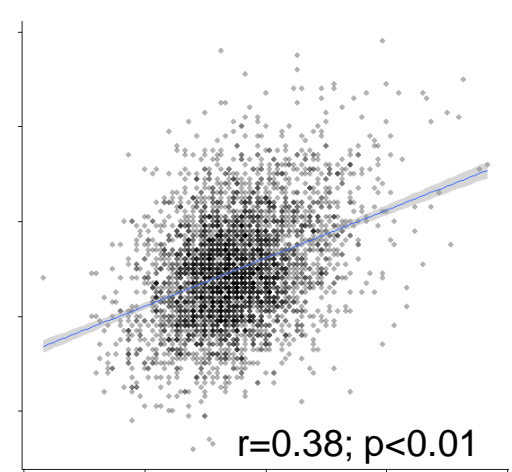
Yet, COPD readmissions *are* associated with other quality measures



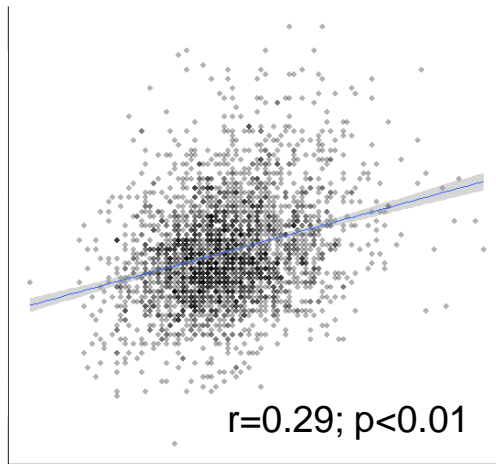
Heart failure



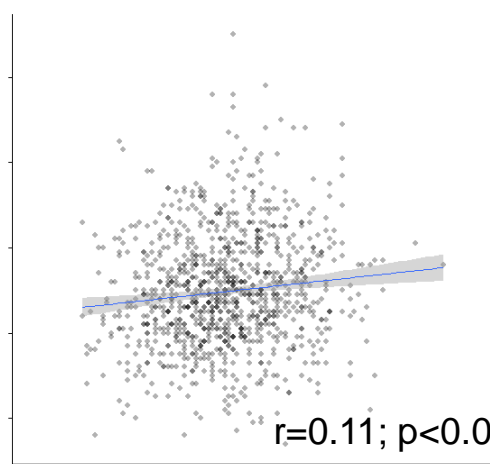
Myocardial infarction



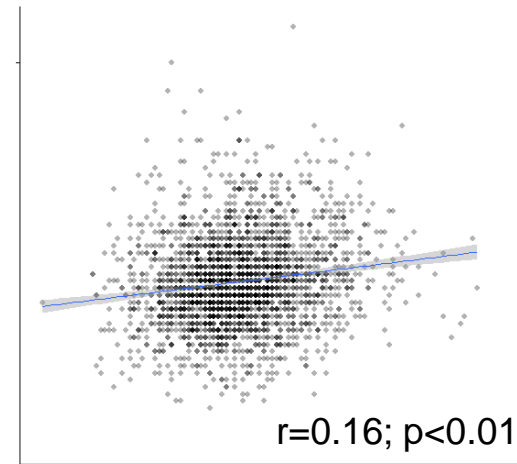
Pneumonia



Stroke



Cardiac surgery



Knee/hip surgery



Positive deviance study design

- Boston Globe originally described in 1974
- Work by Sternin & Sternin for Save the Children in Vietnam
- In searching for solutions to malnutrition, they studied the “positive deviants”
- Identified health behaviors that improved nutrition

Identifying high vs. low COPD performance

Secure | <https://catalog.data.gov/dataset/va-hospital-compare>



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VA Hospital Compare

Metadata Updated: April 11, 2018

The Veterans Health Administration (VHA) has now collaborated with the Centers for Medicare [HTML_REMOVED] Medicaid Services (CMS) to present information to consumers about the quality and safety of health care in VHA. VHA has approximately 50 percent of Veterans enrolled in the healthcare system who are eligible for Medicare and, therefore, have some choice in how and where they receive inpatient services. VHA has adopted healthcare transparency as a strategy to enhance public trust and to help Veterans make informed choices about their health care. VHA currently reports the following types of quality measures on Hospital Compare: Timely and effective care. Behavioral health. Readmissions and deaths. Patient safety.* Experience of care.

Publisher

Department of Veterans Affairs

Contact

VHA Open Data

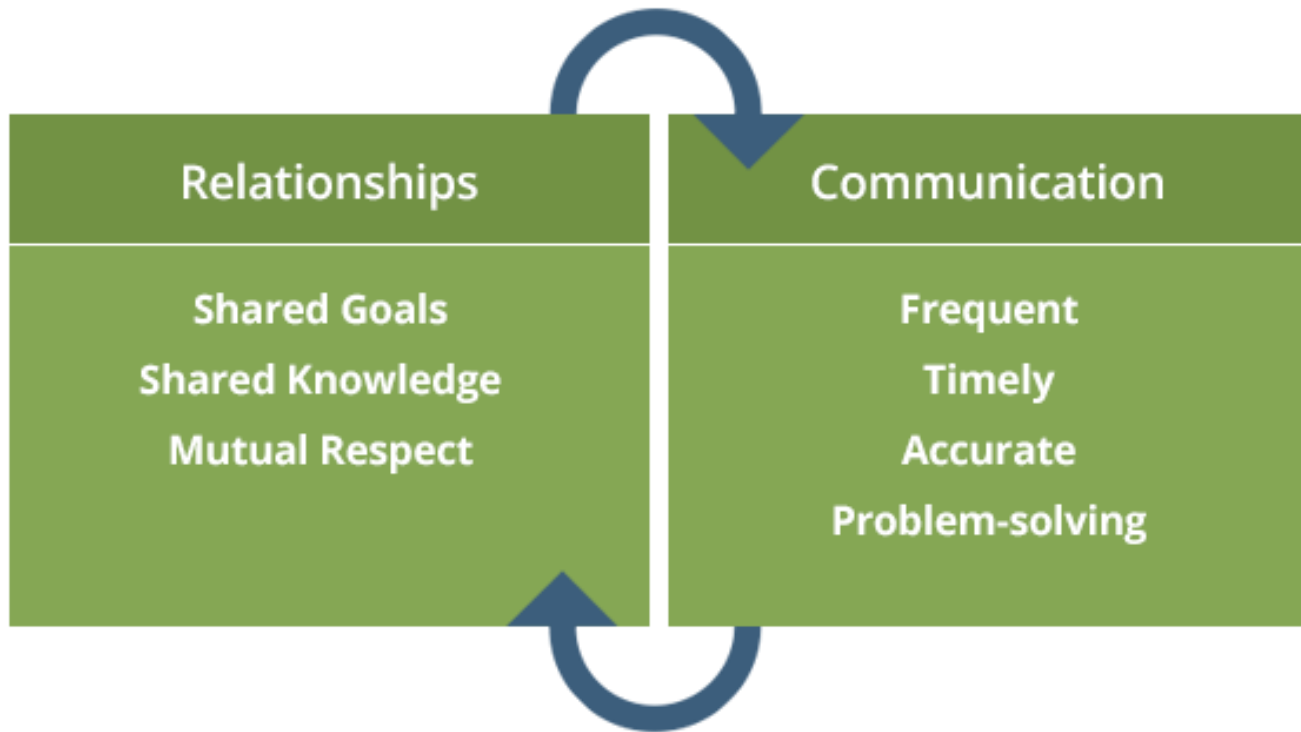
Access & Use Information

Public: This dataset is intended for public access and use.

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All sites had programs to reduce COPD readmissions

COPD Performance	COPD structures and protocols
High performing sites	COPD post-discharge clinic; inpatient patient education
	COPD coordinator; patient education; COPD telehealth
	COPD-nurse; Tele-rehabilitation; COPD bundles
Low performing sites	Case management; patient education; COPD order set
	Early palliative care consult
	COPD post-discharge nurse



- More shared goals for patient care
- More shared knowledge of responsibilities
- More mutual respect and camaraderie
- More high quality communication

More shared goals for patient care

**COPD
performance**

Exemplary quote



“they’re saying... [a patient] who is really sick, coming into clinic, everyone else is busy, can you see him? I would say yes, and I know every person in my section would say yes.”



“I will advocate for a patient to no avail and the [other] physician continues to do what they’re doing”

More shared knowledge of responsibility

**COPD
performance**

Exemplary quote



“Almost a hundred percent of the time truly the primary care physician takes care of the patient.”



“The specialists really never take ownership of the patient.”

More mutual respect and camaraderie

**COPD
performance**

Exemplary quote



“We know each other personally...and we get together sometimes just to chat about things. There is a sort of camaraderie here.”



“Primary care always lives in fear that their consult is going to be batted down”

More direct contact and communication

**COPD
performance**

Exemplary quote

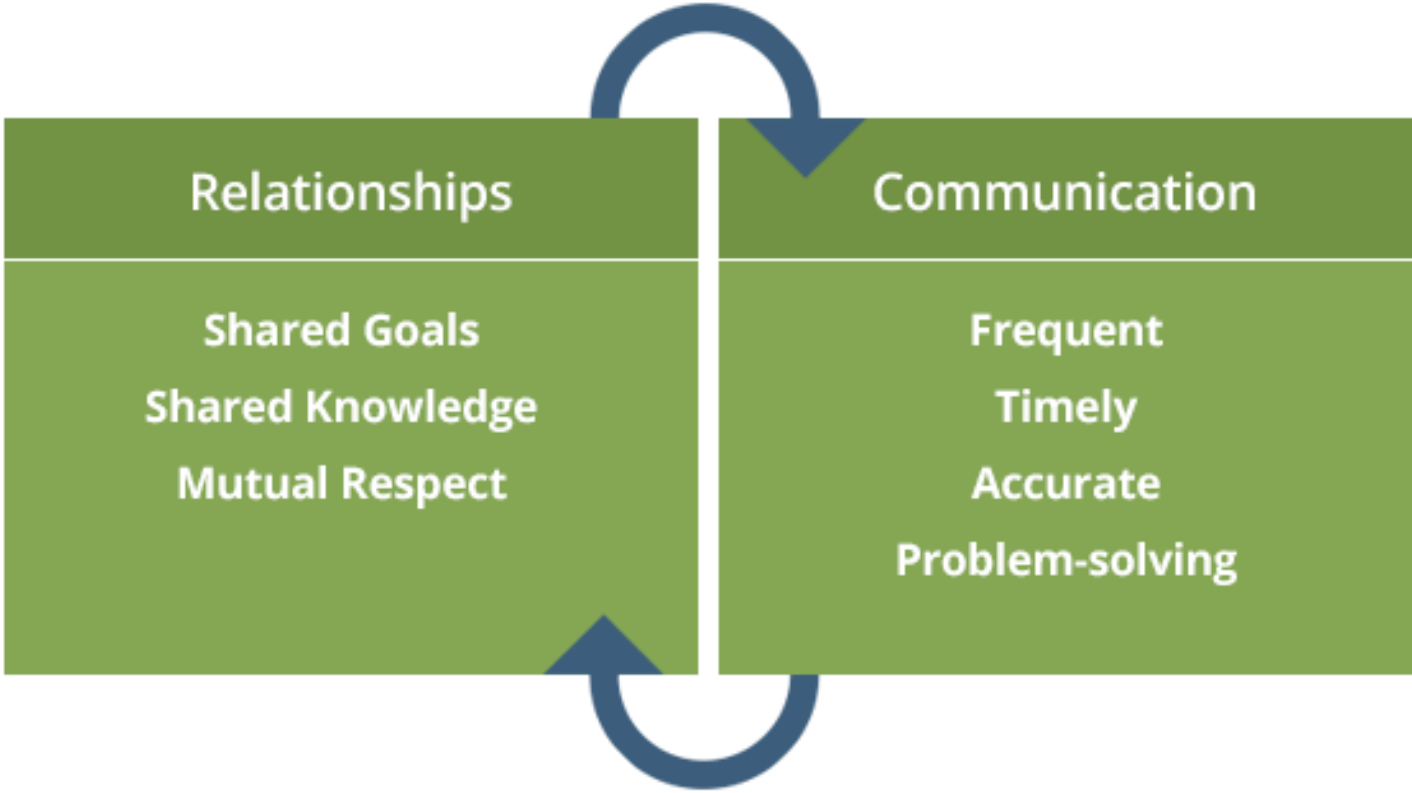


"They're nearby. I mean they're 75 feet away. So they can be grabbed and said hey, can you adjust this?"



"Rarely is there face-to-face or synchronous communication."





Acknowledgments

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