

HEDIS® HIGHLIGHT

Transitions of Care (TRC)



What is the measure?

TRC assesses the percentage of discharges for members 18 years of age and older who had each of the following:

- Notification of Inpatient Admission. Documentation of receipt of notification of inpatient admission on the day of admission through 2 days after the admission (3 total days).
- Receipt of Discharge Information. Documentation of receipt of discharge information on the day of discharge through 2 days after the discharge (3 total days).
- Patient Engagement After Inpatient Discharge. Documentation of patient engagement (e.g., office visits, visits to the home, telehealth) provided within 30 days after discharge.
- Medication Reconciliation Post-Discharge. Documentation of medication reconciliation on the date of discharge through 30 days after discharge (31 total days).

Why is this measure important?

Transition from the inpatient setting back to home often results in poor care coordination, including communication lapses between inpatient and outpatient providers; intentional and unintentional medication changes; incomplete diagnostic work-ups and inadequate patient, caregiver and provider understanding of diagnoses, medication and follow-up needs which can be very serious and even be deadly – especially in older adults and seniors.

How can I improve my HEDIS scores?

After receipt of notification of discharge from a hospital, appropriate documentation should be completed, and effort should be made to schedule a visit with the patient within 30 days of discharge. If visit within 30 days is not possible, medication reconciliation can be completed telephonically with the member by a nurse and documented in member's chart. Utilize tools provided through AvMed's Provider Matrix.

Resources

Your AvMed Care Opportunity Report provides you with a list of members with gaps in care, including gaps in TRC. You can request your Care Opportunity Report by emailing CareOpportunities@avmed.org.

Tips

Include appropriate codes on claims to improve HEDIS scores and reduce the need for medical record review.

CPT Codes

- Medication Reconciliation Intervention.
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For discharge medications reconciled with the current medication list in outpatient medical record.

Helpful Hints for Your Practice

- Attach all admission and discharge notifications or notes to the patient's chart.
- Be sure to look at the new medications prescribed in the hospital and compare them with the other medications the patient takes.
- Submit medical record to AvMed, if requested.

Did you know?

The member does not need to be present in the office to complete medication reconciliation. Medications can be reviewed telephonically. Be sure to document if the patient received a medication review via telemedicine and submit the medical record with notation of medication reconciliation to AvMed when requested.