

# A BETTER FLAVOUR FOR 7-DAY FOLLOW-UP

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## Purpose of Follow-up

Keep people from “falling through the cracks” after hospitalization

## Measuring Follow-up: current state

- Current definition of “7-day follow-up after hospitalization” indicator includes only ***in-person visits*** with ***physicians***
- This does not take into account follow-up ***by phone*** (or other methods) by ***other primary care team members***
- AFHTO members are using a variety of team-based approaches to follow-up after hospitalization (Fig. 1)
- Making better connections between hospitals and the community is a goal of comprehensive, team-based primary care
- Measuring progress on this goal therefore needs to be sensitive to the contribution of the team

## Learning from Doing

AFHTO is learning more about how teams approach follow-up through stories in Data to Decisions (D2D) and a multi-stage consultation process with primary care team clinicians and administrators. A new flavour of follow-up is emerging.

## Team Approach to Follow-up (D2D 2.0)

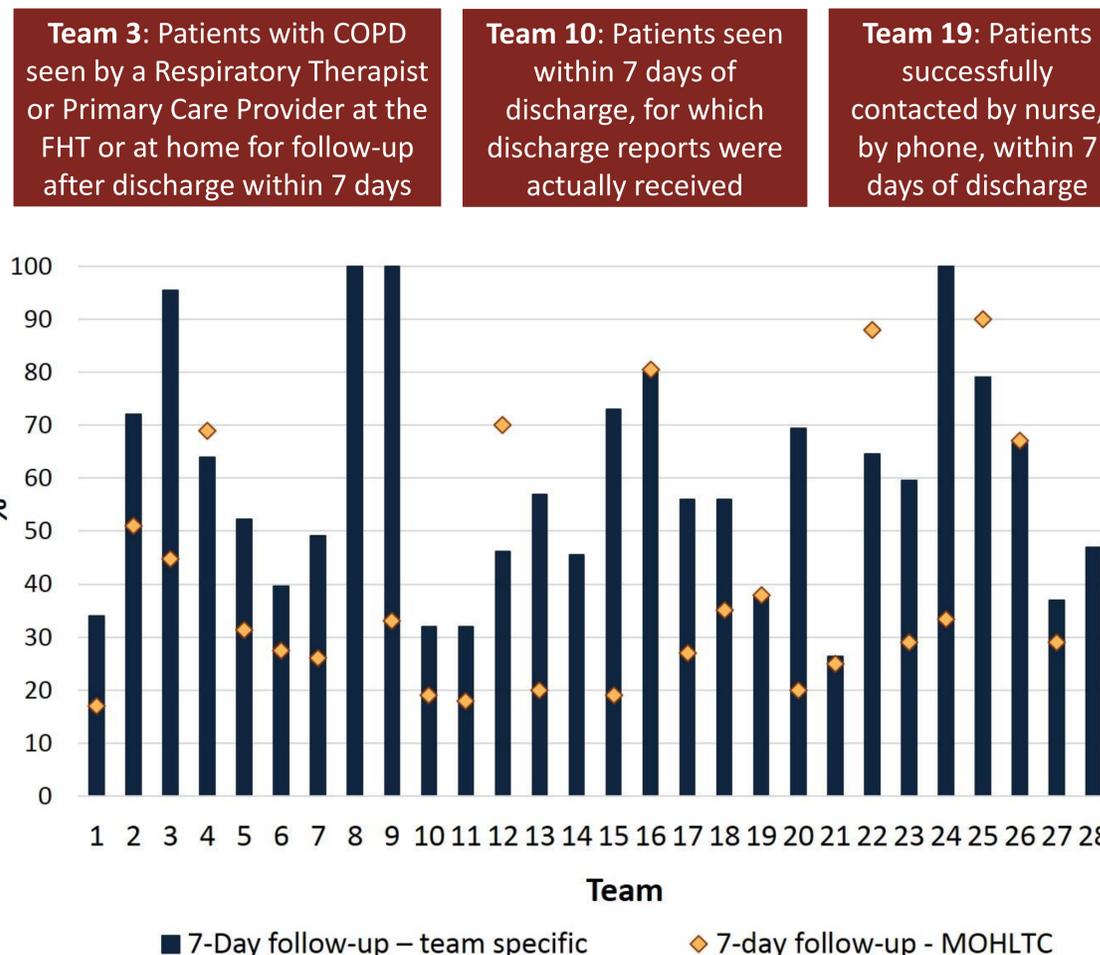


Fig. 1: Team-specific rates of follow-up vs. rates based on current MOHLTC definition of the indicator, which are for the most part substantially (and not surprisingly) lower than rates based on follow-up by team

## Measuring Follow-up: a new flavour

A more manageable and meaningful definition for measuring follow-up after hospitalization might taste like this:

- 1) Consider only patients for whom a discharge summary was received by primary care within 48 hours
- 2) Include follow-up provided by any clinical member of the team
- 3) Include documented interaction of any kind (i.e. phone, in-person, home visit etc.)
- 4) Retain focus on patients with chronic conditions only
- 5) Retain 7 days as interval for measurement (no evidence either way for 7-day or 14-day interval shown as having an impact)

## Next Steps to Get Involved!

- Provide your input to make this measure more meaningful
- Document phone encounters in the EMR in a way they can be extracted and measured
- Share your team’s story – how do YOU provide and monitor follow-up after hospitalization?

For more information visit [www.afhto.ca](http://www.afhto.ca) or contact Carol Mulder, [carol.mulder@afhto.ca](mailto:carol.mulder@afhto.ca)