

Improving Hospital Readmission Rates Under Adfinitas Health Medical Directorship

Since opening the doors to its facilities in 1984, CommuniCare has become one of the largest post-acute care providers in the United States. These facilities include skilled nursing rehabilitation centers, long-term care centers, long-term acute care hospitals, assisted living communities, and independent rehabilitation centers. The company's mission is to create a holistic combination of people and clinical programs to create a healing environment in which patients can thrive. Speaking with Karen Thickman, DVP of CommuniCare, Adfinitas Health explores the impact the partnership has had on their post-acute facilities.

CHALLENGE

As CommuniCare facilities grew more complex, many of their medical directors were nursing home physicians, generating the need for additional leadership expertise that the medical directors did not possess. In identifying this challenge, CommuniCare recognized that they needed a partner who could improve the caliber of medical directorship, broadening the bandwidth of clinical competencies and specialties in their areas of expertise.



“Many directors were typically nursing home physicians and need[ed] expertise in areas as facilities became more clinically complex.”

Karen Thickman, DVP

SOLUTION

CommuniCare found this partner in Adfinitas Health, inspired to develop the partnership when they discovered that Adfinitas Health had recruited one of the leading geriatricians in the industry, a strong testament to the quality of partnership Adfinitas Health could provide. Plus, Adfinitas' partnerships with some of the top referral hospitals meant they could maintain the continuum of care from the hospital to the post-acute setting.

Once the partnership was established, Adfinitas Health medical directors smoothly integrated into the facilities they were recruited to and became advocates for those facilities at local hospitals. This ensures that when a new patient arrives at a CommuniCare facility,

there is a warm handoff, a peer-to-peer connection made, and a continued growing relationship with the referring hospital.

Adfinitas Health provides a deeper pool of medical directors, which allows them to provide an alternative should the medical director become unavailable. Recently, a medical director in a CommuniCare facility left on maternity leave, and the Adfinitas Health team quickly appointed another temporarily in her place. Adfinitas also provides nurse practitioners, allowing for personalized care to be delivered to the patients they serve.

THE DIFFERENCE OF ADFINITAS HEALTH

Compared to others in this space, CommuniCare felt that Adfinitas Health medical directors were well-educated on quality measures, how CMS grades facilities, how the facility can improve, and the changing regulatory environment of the nursing home industry. Adfinitas Health takes the time to ensure that each medical director is certified, informed on changing regulations, policies, and procedures, and is involved in the culture of the facility. These are some things that CommuniCare feels "old school" medical directors don't do.

Plus, Adfinitas Health's medical directors are very engaged. They typically work between four and five hours per week in their medical directorship role. Weekly meetings are held to discuss topics such as risk management and quality while interacting with facility leadership. Most Directors also carry a patient caseload, having a hands-on role in the care of patients.

"[Adfinitas] seeks to have a relationship with the other providers. They serve as mentors to those who continue to provide care in the building."

Karen Thickman

RESULTS



The partnership with Adfinitas Health has been very fruitful for CommuniCare. They identified that, overall, the largest impact they've seen is a reduction of their return to hospital numbers because Adfinitas providers are equipped to treat patients in place. To achieve this, Adfinitas Health works collaboratively with providers rather than "drive them out." They work to build relationships and mentor other providers in the facility to deliver better patient outcomes.

"Since partnering with Adfinitas, one of the biggest noticeable changes is how the MDs are willing to integrate into the life of the facility and advocate for the facility at local hospitals."

Karen Thickman

Lastly, Adfinitas Health and facility leadership have regular calls. CommuniCare has found that the leadership at Adfinitas Health is always more than willing to come to a solution that fits everyone's needs. Adfinitas Health medical directors truly aim to become a part of the facility, not take it over.