

# Fraser Health Virtual Care

## Post-discharge Calls Service

### What are post-discharge calls?

- General check-in calls 48 hours after discharge
- Focused on patients at mid- and high-risk of readmission

### Goals for conducting post-discharge calls:

1. Support patient's transition back to home
2. Increase use of primary and community care
3. Prevent emergency department visits and readmissions

### Just one of many success stories...

A post-discharge call was completed for a patient discharged after a left total knee replacement. The patient reported that they were not walking – putting them at risk of deep vein thrombosis and pneumonia. The post-discharge care was reinforced regarding the importance of mobilization post-surgery to prevent post-operative complications.

## Interim Results from Research Study

### Research study design:

Patients eligible for a post-discharge call are randomized into two groups...

1. Receives post-discharge call (n=3,465)
2. Does *NOT* receive post-discharge call (n=3,465)

### Outcomes of interest:

1. Emergency department visits
2. Readmission rates
3. Primary care access
4. Patient-reported experience

### Direct quotes from patients:



"Two years ago, I had a surgery and there was no follow up call. This call made a huge difference"



"The nurse calling me was a big help especially for people living alone like me. The reminders are so important"



"[the nurse] also encouraged me to make an appointment with my family doctor"



"[the call] definitely helped me better understand [my plan of care], and I think that point of understanding is fundamental"

### Interim results:

**40%** of patients that received a post-discharge call were provided with additional instructions after discharge, these included:

1. How to respond to warning signs of deteriorating health
2. Instructions on post-discharge care, including medication
3. Confirming or booking follow-up appointments

**For every 10,000 patients that receive a post-discharge call, there are...**

**436** LESS emergency department visits

**100** LESS unplanned readmissions

**750** MORE visits to a primary care provider

While the interim results suggest the post-discharge calls result in lower hospital utilization, additional analyses are needed to demonstrate the differences are significant and not due to chance

### Patients are saying...

**88%** the post-discharge call improved their understanding of their discharge instructions

**56%** the nurse on the call was helpful in answering their questions

**54%** the call provided them with more confidence to manage their own health care