



**Sun Health**<sup>™</sup>  
CARE TRANSITIONS

**Sun Health: Improving Health  
and Wellness in the West Valley**

# Who is Sun Health?



- In the past, owner of Boswell and Del E. Webb Memorial Hospitals in Sun City and Sun City West in western Phoenix metro area
- As a hospital system, we owned a large extended care network and MediSun, a Medicare Advantage Plan
- As of 2008, the hospitals, MediSun and portions of extended care network were sold to Banner Health

# Who is Sun Health today?



## 1. Philanthropic Partner (Foundation)

- Banner Boswell Medical Center
- Banner Del Webb Medical Center
- Banner Sun Health Research Institute

## 2. Provider of Senior Living Services

- Grandview Terrace / Grandview Care Center
- The Colonnade
- La Loma Village / La Loma Care Center

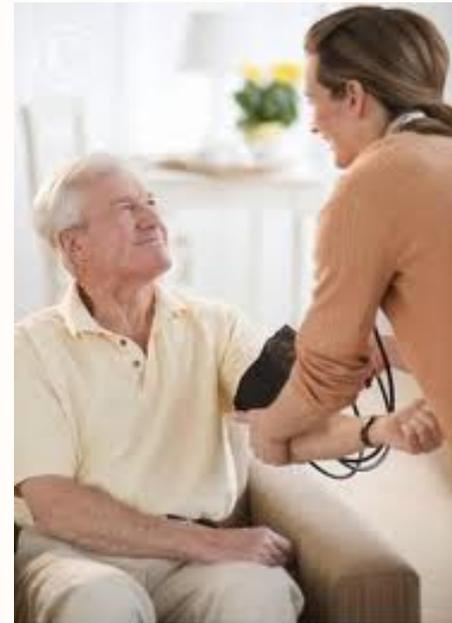
# Who is Sun Health today?



## 3. Champion of Healthy Living

- Community Education series
- Patient Engagement/Advocacy Tools
  - Vial of Life / File of Life
  - Medication Management Program
- Care Transitions Program
- Chronic Disease Management Center (Fall 2013)
- Memory Care Navigator (Fall 2013)

# Sun Health Care Transitions Program



# Sun Health Care Transitions Program

## Program Description



- RNs and LPNs follow patients for 30 days post discharge
- Medicare beneficiaries, especially those with chronic conditions
- Education and self-management program based on the Coleman Care Transition Intervention® program and CTI's "four pillars"

# Sun Health Care Transitions Program

## Program Description (continued)



### Program Timeline

Each patient has a personalized care plan developed according to their needs. A typical patient would have interactions with Care Transitions staff as indicated below:



# Sun Health Care Transitions Program



- Reinforce patient education, including self-management of chronic condition and “red flags”
- Medication reconciliation, up to date list created using [SunHealthMeds.org](https://SunHealthMeds.org)
- Physician follow up visit
- Personalized plan of care in health record binder
- Referrals for other helpful community services

# Medication Profile



Revised: 06/17/11 at 11:06



**Jonathan B Doe** DOB: 12/21/1950  
Allergies: **Penicillin, Sulfa**

Family Doctor: Dr. B. Smith  
908-555-5555

Take These Medications	At These Times			
	8am	12N	8pm	10pm
 <b>Crestor®</b> (Rosuvastatin) 10mg Tablet(s) <i>Lowers cholesterol</i>	<b>1</b> Tablet(s)			
 <b>Cymbalta®</b> (Duloxetine HCL) 20mg Delayed release capsule(s) <i>Treats mood disorders/depression; Treats/Prevents nerve pain</i>	<b>1</b> Delayed release capsule(s)	<b>1</b> Delayed release capsule(s)	<b>1</b> Delayed release capsule(s)	
 <b>Januvia®</b> (Sitagliptin) 25 mg Tablet(s) <i>Lowers blood sugar</i>	<b>1</b> Tablet(s)			
 <b>Lasix®</b> (Furosemide) 20mg Tablet(s) <i>Water pill</i>	<b>1</b> Tablet(s)			<b>1</b> Tablet(s)
 <b>Potassium Chloride</b> 25 mEq Tablet(s) <i>Electrolyte supplement</i>	<b>1</b> Tablet(s)			<b>1</b> Tablet(s)
 <b>Nexium®</b> (Esomeprazole) 20mg Capsule(s) <i>Treats/prevents stomach ulcer/heartburn</i>	<b>1</b> Capsule(s)			
 <b>Zomig®</b> (Zolmitriptan) 2.5 mg Tablet(s) <i>Treats migraine</i>	Take one tablet as needed for migraine headache. If headache returns the dose may be repeated after 2 hours. Do not exceed 10mg total in a 24 hour period.			

The pharmacist may make a generic substitution for the medication shown in your Daily Schedule. The medication name, dosage strength, shape, color, and size may change as a result of this substitution. Please check dosage strength on your prescription bottle against the dosage strength shown on your daily schedule. Call your healthcare professional's office immediately if you receive medication that is different from what was prescribed or if you have questions about your medication.

1 teaspoon = 5mL, 1 tablespoon = 15mL

©2001-2011 MedActionPlan.com, LLC. All Rights Reserved.

Revised: 06/17/11 at 11:06



**Jonathan B Doe** DOB: 12/21/1950  
Allergies: **No Known Drug Allergies**  
Emergency Contact: Mrs. Jane Doe  
908-555-5555

Medication	8 am	12 M	8 pm	10 pm
<b>Crestor®</b> (Rosuvastatin) 10mg Tablet(s)	<b>1</b>			
<b>Cymbalta®</b> (Duloxetine HCL) 20mg Delayed release capsule(s)	<b>1</b>	<b>1</b>	<b>1</b>	
<b>Januvia®</b> (Sitagliptin) 25 mg Tablet(s)	<b>1</b>			
<b>Lasix®</b> (Furosemide) 20mg Tablet(s)	<b>1</b>			<b>1</b>
<b>Potassium Chloride</b> 25 mEq Tablet(s)	<b>1</b>			<b>1</b>
<b>Nexium®</b> (Esomeprazole) 20mg Capsule(s)	<b>1</b>			
<b>Zomig®</b> (Zolmitriptan) 2.5 mg Tablet(s)	Take one tablet as needed for migraine headache. If headache returns the dose may be repeated after 2 hours. Do not exceed 10mg total in a 24 hour period.			

**Primary Care Physician**  
B Smith, MD  
Morristown, NJ (973) 555-5555  
**Cardiologist**  
D. Lipskis, MD  
Morristown, NJ (973) 555-5555

**Primary Health Insurance**  
Blue Cross/Blue Shield Policy # 1234567890  
Morristown, NJ (973) 555-5555

©2005-2011 MedActionPlan.com, LLC.  
All Rights Reserved.

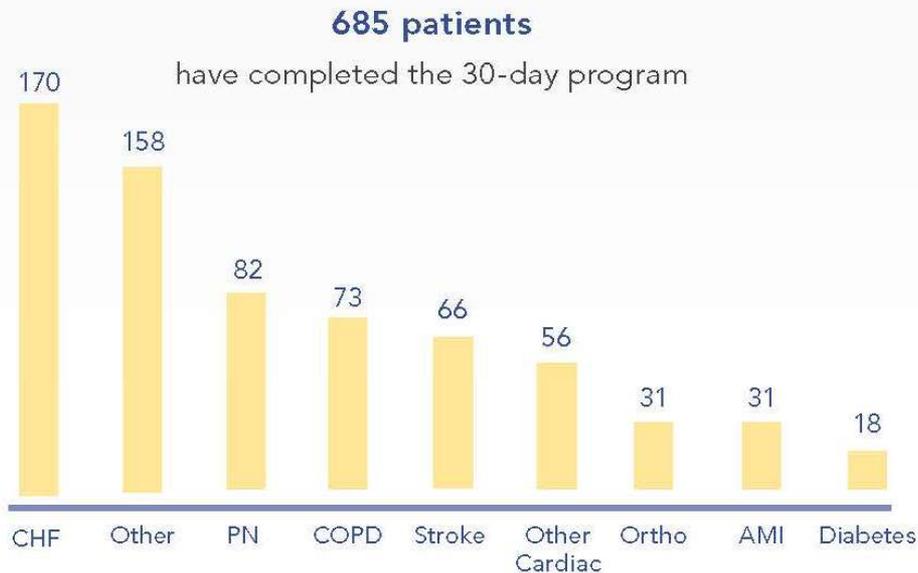
# Sun Health Care Transitions Program

Outcomes as of 2/28/13



## Encouraging Initial Outcomes

Since the launch of the Care Transitions program in November 2011:



# Sun Health Care Transitions Program

Outcomes as of 2/28/13



**657**

Of the 685 patients, Care Transitions nurses helped to identify and **correct 657 medication discrepancies**, an average of **0.95 per patient**.



**40%**

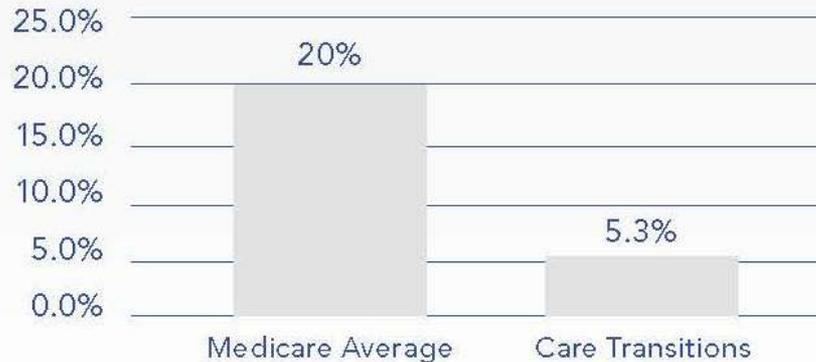
Care Transitions nurses helped to ensure **timely physician follow-up appointments for 40% of patients**.

# Sun Health Care Transitions Program

Outcomes as of 2/28/13



## Reducing Readmissions



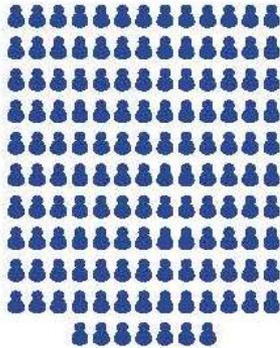
Only 36 patients out of 685 have been readmitted within 30 days, a 5.3% readmission rate.

# Sun Health Care Transitions Program

Outcomes as of 2/28/13



Expected  
Readmissions



137 patients

Actual  
Readmissions



36 patients



74%  
Reduction

Compared to the national average for 30 day readmissions, the Care Transitions program has shown an 74% reduction in readmissions

# Sun Health Care Transitions Program

Outcomes as of 2/28/13



## Saving Medicare Dollars

