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Use QCC to increase the referral rate of elderly inpatients to participate in the National Health Insurance Post-Acute Care (PAC) Program—Geriatric Frailty.

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INTRODUCTION

Taiwan is expected to enter a **super-aged society in 2025**. Hospitalization of elderly patients for acute diseases often results in a decline in physical activity, reduces their quality of life, and increases the family care load. The National Health Insurance **Post-Acute Care (PAC) Program—Geriatric Frailty**. Patients aims to help the frail elderly recover their functions through cross-team integrated **rehabilitation intervention** during the golden post-acute period, thereby reducing follow-up care load and medical expenses. And the referral rate of PAC of our hospital was as low as 12.5% in 2022 Q1. Therefore, how to effectively screen eligible cases and successfully transfer them to the community hospital for PAC programs is an important issue for discharge planning case manager nurses.

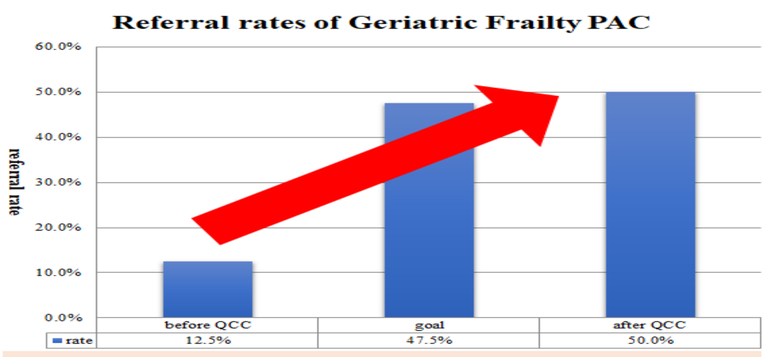
QCC TEAM

- Circle Name: **Home Care Circle**
- Event Timeframe: **April 28th, 2022-Jun 30th, 2023**
- Unit Characteristics: The **Community Nursing Center** under the Department of Family and Community Medicine at Tri-Service General Hospital consists of two major service units: **home care service unit** and **discharge planning service unit**.
- Team members: This circle was composed of **three family medicine physicians** and **six discharge Planning nurses**, whose main responsibilities include assisting patients and caregivers in selecting the most suitable care plan after discharge, ensuring a smooth transition from hospital to community with access to comprehensive community resources and quality care. We also have a **counselor** from nursing department. We regular meeting convened once every two months.

RESULTS

Time	Number of inpatients who meet the Geriatric Frailty PAC (denominator)	Number of people who initiated referrals to "Geriatric Frailty PAC" (numerator)	Referral rate(%)
2023/03-2023/05	44	22	50.0

Referral rates of Geriatric Frailty PAC：
22/44*100%=50.0%



The referral rate increased from 12.5% before improvement to 50.0% (an increase of 37.5%)
Achievement rate 107%, progress rate 300%

CONTACT INFORMATION

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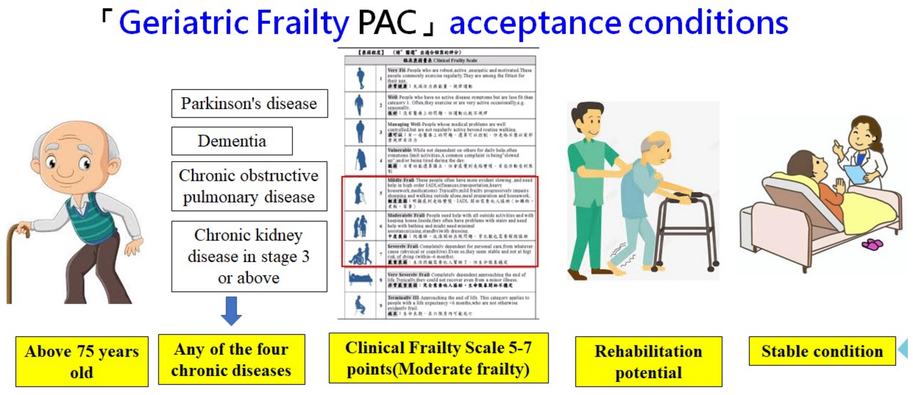
METHOD-DEFINITION

Geriatric Frailty PAC Program

「Geriatric Frailty PAC」acceptance conditions

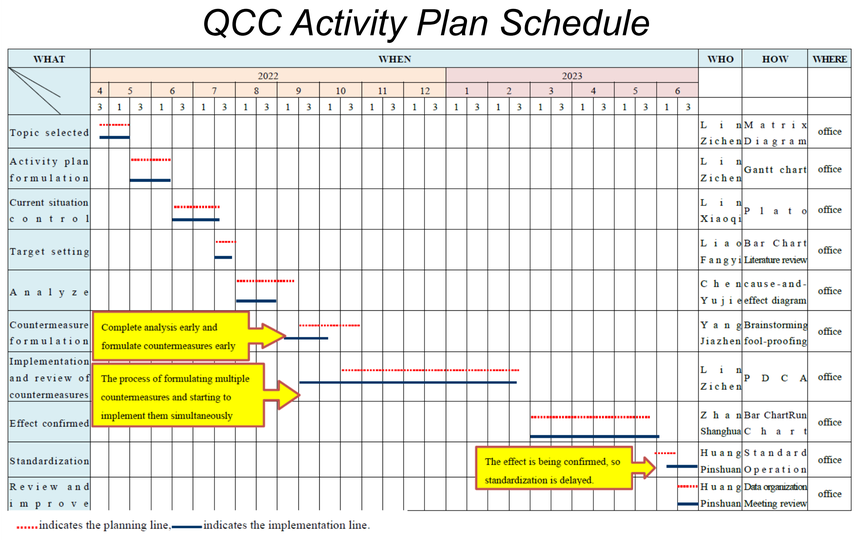


Referral Rate Formula

$$\text{The referral rate of Geriatric Frailty PAC} = \frac{\text{Number of cases initiated for referral to "Geriatric Frailty PAC"}}{\text{Number of all inpatients who have been assessed by physicians as meeting the conditions for " Geriatric Frailty PAC"}} \times 100\%$$

METHOD-QCC ACTIVITY

QCC Activity Plan Schedule

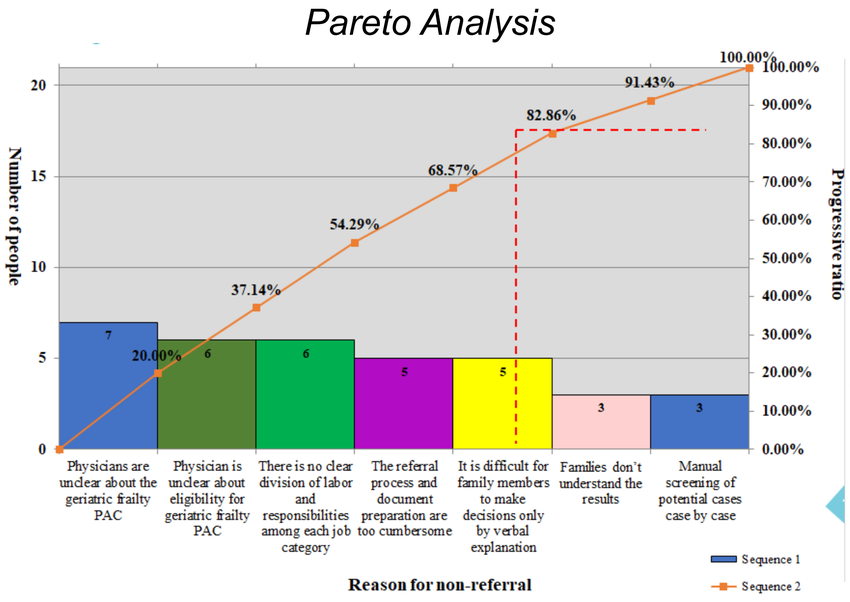


Current situation

Time	Number of inpatients who meet the Geriatric Frailty PAC (denominator)	Number of people who initiated referrals to "Geriatric Frailty PAC" (numerator)	Referral rate(%)
2021/12/01 - 2022/02/28	40	5	12.5

Referral rates of Geriatric Frailty PAC：
5/40*100%=12.5%

Pareto Analysis



Fishbone Diagram

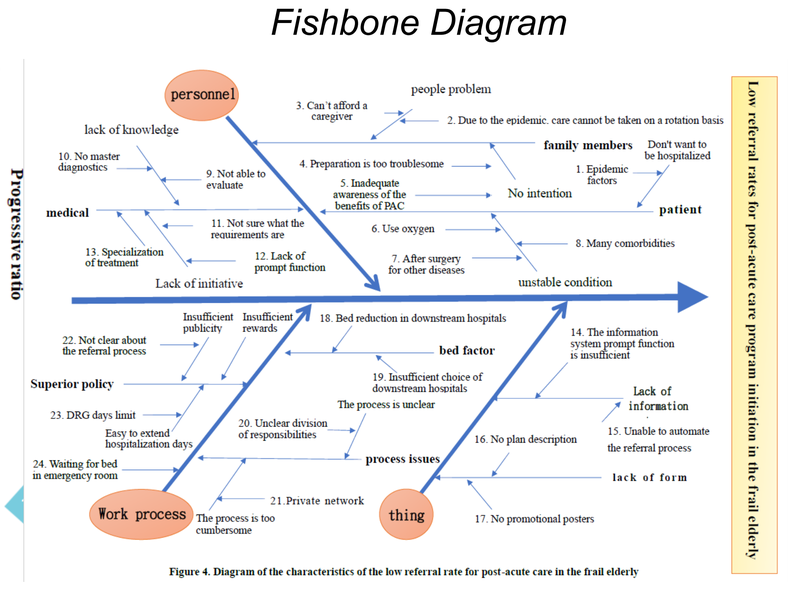


Figure 4. Diagram of the characteristics of the low referral rate for post-acute care in the frail elderly

Factor Verification

Key factor	ways of identifying	verify the data	Is it a true factor?
1. Physician is unclear about eligibility for geriatric frailty PAC	Through the "geriatric frailty PAC awareness questionnaire" paper questionnaire survey	30 medical staff were randomly selected for the test. Only 8 (26.7%) of them answered correctly for "Meeting the conditions for the plan", which was the item with the lowest accuracy rate.	Yes
2. Physicians are unclear about the referral process for geriatric frailty PAC	Through the "geriatric frailty PAC awareness questionnaire" paper questionnaire survey	30 medical staff were randomly selected for the test. Among them, only 6 (20.0%) answered correctly on "PAC Plan Referral Process", which was the item with the second lowest accuracy rate.	Yes
3. The division of responsibilities in the referral process is unclear	Check the hospital information system Through the "geriatric frailty PAC awareness questionnaire" paper questionnaire survey	1. Check the ISO9001 area/ISO document area of our hospital for documents related to the PAC plan. 2. 30 medical staff were randomly selected for the test. Among them, only 10 (33.3%) answered correctly "Know the responsibilities of each category in the referral "PAC Program for the Frail Elderly""	Yes
4. The information system does not have "geriatric frailty PAC" related functions (paper documents are used, and the titles are different, so the search function cannot be used)	on-site investigation method	1. The verification information system does not have "geriatric frailty PAC" related functions 2. Currently, the forms required for the referral process are all paper documents, which are placed on the general medical form of our hospital. You need to click on the sixth layer, and the title is "OLD-PAC", so personnel cannot find the form (as shown right)	Yes
5. No "Plan Statement"	Check the hospital information system	1. Check that there is no geriatric frailty PAC manual in the form download information system of our hospital. 2. Neither the geriatric medicine department nor the discharge preparation team has instructions for geriatric frailty PAC.	Yes

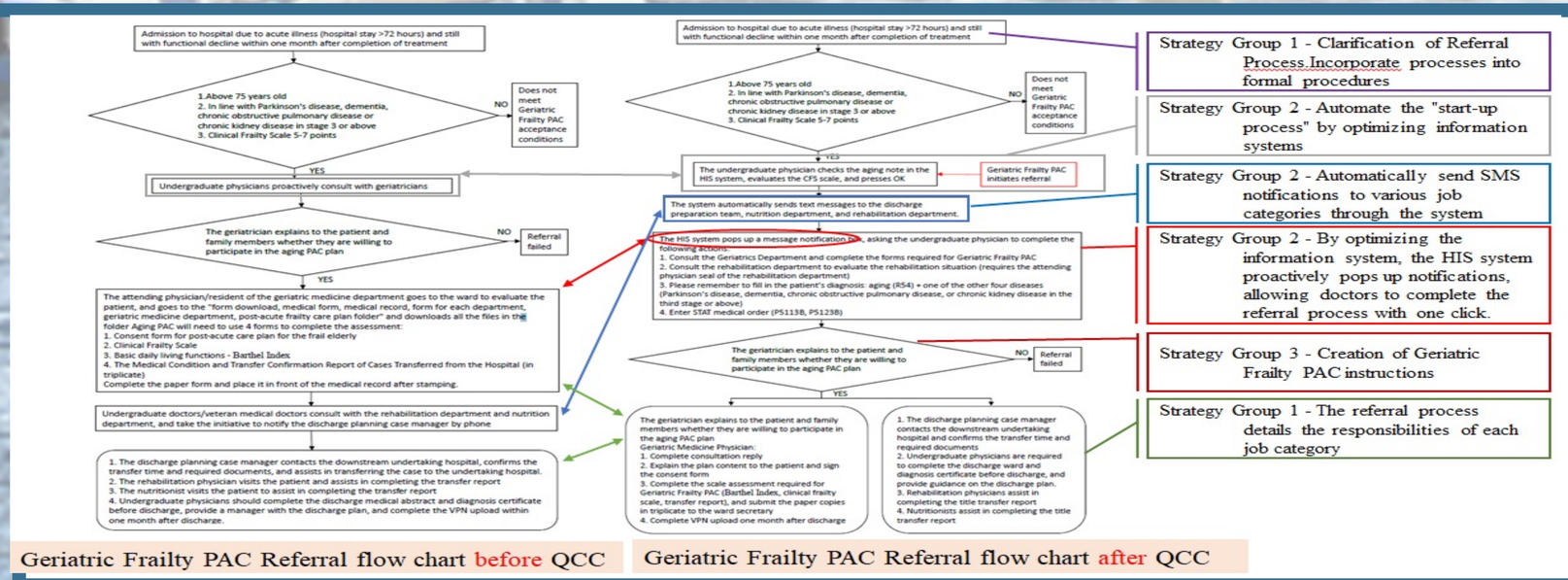
From August 15th to August 26th, a total of 2 weeks,the main factors were investigated and verified based on the three principles of on-site, existing objects and current situation, and all five key factors were verified to be true factors.

Strategy Group

Strategy Group 1 - Clarification of Referral Process	Strategy Group 2 - Information System Function Optimization	Strategy Group 3 - Creation of Geriatric Frailty PAC Program	Strategy Group 4 - Penetrating education and training starting from the root
3-1. Redefine the referral process for geriatric frailty PAC.	4-1. Propose the need for a geriatric frailty PAC referral process to the IT department.	5-1. Create a comparative explanation of various rehabilitation modes.	1-1. Create promotional posters outlining the criteria for geriatric frailty PAC.
3-2. Define detailed division of responsibilities for each role.	4-2. The HIS system has a built-in "check box" for the geriatric frailty PAC. After geriatric frailty PAC is activated, the continuous window of "Referral Process" can be jumped out to complete consultation and referral.	5-2. Create a QR code link for the PAC program explanation.	1-2Promote geriatric frailty PAC to the medical team during hospital-wide meetings.
3-3. Create and post posters explaining the referral process.	4-3. After the HIS system is activated, it can be directly linked to the " Barthel Index ", "Consent Form for Geriatric Frailty Post-Acute Care Plan", and "The Medical Condition and Transfer Confirmation Report of Cases Transferred from the Hospital" form		2-1. Create a presentation introducing the geriatric frailty PAC for education training.
	4-4. After the HIS system is activated, it will be linked to the hospital's short message system to proactively notify various job categories.		2-2. Conduct in-person training courses for the medical team.
			2-3. Launch E-learning online training courses.

➢14 strategies, grouped into 4 strategy groups

STANDARDIZATON



Geriatric Frailty PAC Referral flow chart before QCC

Geriatric Frailty PAC Referral flow chart after QCC