A brief update on our efforts to provide world class “care coordination” across the SPHP system

In 2016, SPHP started moving toward centrally-led, integrated care coordination, focused on ensuring we provide the right care, to the right patient, at the right time. We’ve been working on all aspects of what that means, and now we’re looking forward to providing you with regular updates…and success stories!

One of our key goals: making sure—as a patient moves across our SPHP continuum from one place to another, or from one level of care to another, that his or her care is well-coordinated at every step. This is something we can all play a role in achieving, and we’re confident this will result in:

• Higher patient and family satisfaction
• Increasing your job satisfaction (both those coordinating the discharge and those receiving!)
• Better patient outcomes (a key goal we have is lowering unnecessary readmissions)
Eddy Senior Living's Terrace communities offer respite care.

Respite care is often the choice for patients who are leaving the hospital or rehab, but want a chance to continue to get stronger without the responsibilities of being back home. Meals, medication management and other support are provided. Our Terrace communities in Troy, Slingerlands, Niskayuna, Queensbury, and Cohoes all have respite care apartments, and offer one complimentary week with the purchase of two weeks. For more information, call 518-280-8385.

The art of the handoff

In football, a properly executed handoff from the quarterback to a running back is an important part of a team’s success strategy. If it’s not done right, there could be a costly fumble. In the healthcare world, we don’t want any fumbles either when a patient is handed off from one part of our organization to another (like from the ER to a hospital admission, or from Medical Associates to one of our hospitals, or from Sunnyview to home care).

That’s really what care coordination is all about!

DID YOU KNOW?

Eddy Senior Living's Terrace communities offer respite care.
Sometimes our nurses who work out in the community identify situations where a patient's health is quickly deteriorating in their current situation. That's exactly what Eddy VNRA nurse Billie Jo Forst encountered recently when visiting the apartment of a new wound care patient, a 92-year-old woman living in senior housing in Troy. The patient has recently been to her primary care physician, then visited the ER, then saw a surgeon, who recommended she go to St. Peter's Wound Center. But when Billie Jo encountered her, she was in between doctors and referrals, and needed immediate steps to be taken to care for what had quickly become an out-of-control wound.

“There were a lot of hand-offs, and appropriate referrals, but the patient’s condition had changed quickly,” says Patrick Archambeault, Director of Clinical Specialties at Eddy VNRA. So Billie Jo quickly got in touch with Judi Siler, an SPHPA RN Case Manager in the patient’s physician office, and they worked together to get her care and treatment immediately.

“Once we escalated it, it was a smooth process. This patient was very lucky to have both Billie Jo and Judi on the case,” wrote Patrick in an e-mail to both of the nurses, and their managers. “They wouldn’t give up until her needs were met. You’re both rock stars!
QUESTIONS? REACH OUT TO ONE OF US...

If you have questions about care coordination, how it works or what we hope to accomplish, we’re here to help. We’re the care coordination directors...helping chart our course as SPHP embraces this new way of looking at patient care.

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Special thanks to the Care Coordination Council, which is providing guidance as we continue to move forward:

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Some of the care coordination directors also serve on the Care Coordination Council