



STAAR Learning Session

Health Literacy Pillar IV/V

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Northeast Hospitals

Beverly Hospital, Addison Gilbert Hospital and
BayRidge Hospital are members of Northeast Hospitals.



Pillar IV/V

- Created Pillar V to facilitate the transmission of discharge information back to the hospital from the post-acute providers. This promotes an active feedback loop.
- Included all of our internal and external post-acute providers.
- These providers serve on our Frontline as well as Cross-Continuum Teams.



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Pillar IV/V Action Items:

- Electronic identification of all STAAR patients during the referral process to post-acute providers.
- “Warm” Nurse-to-Nurse report for all hospital discharges to SNF’s. Plan to expand this handoff from the SNF back to the hospital.
- Pilot project for post-discharge phone calls to patients going home without home care services.
- NACS grant to provide transition coaches using the Coleman model for patients meeting specific criteria.
- Developing a Patient-Centered Care Program to include Inpatient Palliative Care and Practice-Based Advanced Care Planning.
- Exploring the use of the Interact II forms with the SNF’s in our system.



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