

AHA Rural Healthcare Conference 2024



- Nearly 5,000 hospitals, health care systems, networks, other providers of care and 43,000 individual members come together to form the AHA
- The American Hospital Association (AHA) is the national organization that represents and serves all types of hospitals, health care networks, and their patients and communities.
- Joanne Conroy President of DH is AHA Board Chair 2024

AHA Rural Healthcare Conference 2024

- Build and Enhance strong community ties through board and stakeholder engagement
- Cyberattack preparedness in rural community hospitals
- Innovation in staffing models
- Sustaining Health Equity in Rural Settings
- Revenue Cycle models
- Artificial Intelligence
- WRAP-Working to Reduce Admissions Program



WRAP - Working to Reduce Admissions Program Model for Readmission Reduction

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Objectives

Learning Objective 1

Define and identify how Drivers of Utilization (DOU) impact the most vulnerable and complex patients.

Learning Objective 2

Identify how to do something different in support of super user populations who are medically complex enough to require frequent admissions.

Learning Objective 3

Identify fundamental approaches through the WRAP methodology to high inpatient utilization of patients.

The Why

Hospital/Healthcare Facilities

- Reducing hospital readmissions has been a longstanding goal for facilities across the nation. Hospitals and other healthcare facilities with high readmission rates experience a variety of negative impacts. They put unnecessary strain on their care teams, time, and healthcare resources, and have low patient satisfaction scores (Regis, 2022).

Patient/Family/Caregivers

- When patients experience high hospital readmission rates, also known as super users, it is often a result of unmet or inadequately addressed co-occurring medical, behavioral, and social needs.
 - Experience lower quality services
 - Increased stigma
 - Feelings of Frustration and Fear
 - Less care from providers
 - Increased guilt over seeking care

Drivers of Utilization (*examples*)

*** “NON-COMPLIANT” is NEVER a DOU***

- **Medical**

- Symptoms not managed
- Need referrals/ specialist
- Providers not aligned with disease management plan

- **Behavioral**

- Depression
- Trauma
- Anxiety
- Addiction
- Social Isolation

- **Systems**

- Access to Care
- Fragmented Service Models
- Limited Capacity
- HIPPA Restrictions
- Poor Communication

- **Social**

- Poverty
- Violence/Domestic Abuse
- Transportation
- Housing
- Bias and labeling

