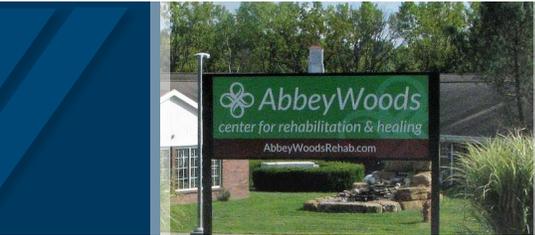


# 86% Reduction in 30-Day All-Cause Readmissions AT 100-BED SKILLED NURSING FACILITY

Case Study | TeleSNF Program Impact  
*Abbey Woods Center for Rehabilitation & Healing*



## About the Facility

- LOCATION: St. Joseph, Missouri
- SIZE: 100 Dual-Certified Beds
- EHR: PointClickCare



## PROBLEM *Too Many 30-Day All-Cause Readmissions*

Abbey Woods Center for Rehabilitation and Healing, a 100-bed skilled nursing facility in St. Joseph, Missouri, struggled, like many SNFs, with hospital readmissions. Too many residents who needed basic interventions, such as IVs for hydration, stat labs, or fall assessments, were getting sent back to the hospital in an ambulance for a stressful, unnecessary night in the emergency department.

The staff at Abbey Woods faced a common nursing home challenge: on-call coverage after-hours, and no doctor in the building. This standard SNF practice relies on phone consults to address concerns, which results in far too many vulnerable SNF residents going back to the hospital in the middle of the night.

“ When I first started here, our readmission rate was way too high. We had months when almost half of our short-stay patients were getting sent back to the hospital, even though we had a local physician group on-call. ”

Ryan Phillips  
Administrator



## SOLUTION *TeleSNF Program*

In May 2021, Abbey Woods implemented a **Sound Physicians' TeleSNF program** to give nurses additional physician support on nights, weekends, and holidays. Using iPads and cloud-based tech, nurses can now connect to an on-shift physician who can see, assess, and treat most conditions in place.

July-December 2021: 101 Connects / **91% Treated in Place**

*Within just a few short months, Abbey Woods' hospital transfers and readmissions plummeted.*

# DRAMATIC IMPACT ON HOSPITAL TRANSFERS AND READMISSIONS

# 86.1%

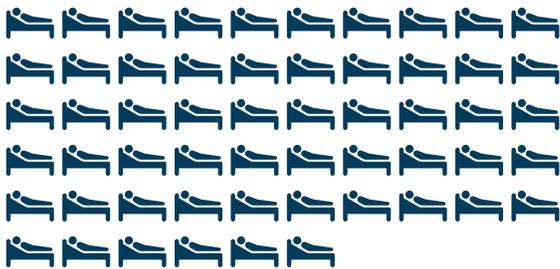
REDUCTION

## All-Cause 30-Day Readmissions

Jan - Jun 2021

# 32.4%

56 of 173 SNF admits experienced readmission



July - Dec 2021

# 4.5%

10 of 222 SNF admits experienced readmission



## ADDED BENEFIT FOR ADMINISTRATORS

### A Daily Encounter Report – An Administrator’s Roadmap to Quality Assurance

One thing that sets the TeleSNF program apart from other telemedicine offerings is the detailed reporting Sound provides to support quality assurance and process improvements. At Abbey Woods, the daily encounter report was a game-changer for the administrator.



“ I absolutely cannot say enough about how valuable the daily encounter report is for an administrator. It is the first thing that I look at every morning. It shows me all of the previous night’s encounters, plus everything from the preceding 30 days. Not only does it tell me which patients Sound treated, but it also gives me, a non-clinical person, a road map to ask nurses the right questions. **This is a huge resource for quality assurance purposes and gives me what I need to do my job as an executive.** ”

Ryan Phillips  
Administrator



In a market crowded with post-acute telemedicine start-ups, Sound Physicians is the only provider with a nationwide hospital medicine practice and 20 years of experience using data to drive better outcomes.

**Let’s talk about how we can help your skilled nursing facilities improve outcomes!**

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