The Transitional Care Model: A Randomized Controlled Trial

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PROBLEM STATEMENT: By replicating this model, will UCSF have the same results (as prior TCM studies), of improved patient outcomes and better patient experience for a lower cost of care?

UCSF is participating in a multi-site Randomized Control Trial study replicating the Transitional Care Model to determine if this nurse-led intervention will decrease readmissions and improve health care for patients.

UCSF Goal: RCT enrolling 1000+ patients (500 intervention and 500 control) at UCSF and four other sites. The value of bridging patients from inpatient to outpatient with a trusted clinician, patients setting their own goals, and coordination of care in a complex, growing health system will guide strategic planning and engagement with senior leadership to implement TCM at UCSF Health.

Project Results & Impact

Patients identified during hospital admission as eligible for the RCT by an enrollment coordinator, then approached to participate (no cost to patient or health plan). If agreeable to participate and consent complete, the patient is randomized into CONTROL or INTERVENTION. If applicable, the patient is enrolled in the TCM program. A Transitions of Care Social Worker is an excellent resource for patients with psychosocial needs that can greatly affect their ability to care for themselves at home.

Challenges included: staffing model, access to primary care, and COVID pandemic.

Conclusions, Next Steps, & Lessons Learned

LESSONS LEARNED:
- Fidelity to care components improved with 2 APRNs and 7 days a week coverage (from Q3 2021 to Q4 2021), as well as, as weekly meetings around clinical discussions and tracking fidelity to the model.
- A Transitions of Care Social Worker is an excellent resource for patients with psychosocial needs that can greatly affect their ability to care for themselves at home.
- Challenges included: staffing model, access to primary care, and COVID pandemic.

NEXT STEPS:
- Continued intervention through December 2022.
- Study data and analysis by Mathematica including primary outcome measurement of total number of hospitalizations in year following enrollment in RCT along with secondary measurements of use of other health/social care services, health and quality of life, and time to first rehospitalization and/or death.

CONCLUSIONS:
- The value of bridging patients from inpatient to outpatient with a trusted clinician, patients setting their own goals, and coordination of care in a complex, growing health system will guide strategic planning and engagement with senior leadership to implement TCM at UCSF Health.