

July 15, 2020

PROVIDER ALERT

To: HPSJ Providers, Practices (PCPs & Specialists), Hospitals and Ancillary Facilities
From: HPSJ Utilization Management Dept.
Subject: **PLEASE COMPLETE SHORT SURVEY**
Communication Matters – Exchange of Information between
SNF and PCPs Post-discharge
Business: Medi-Cal

On Friday, April 17, 2020, Health Plan of San Joaquin (HPSJ) sent a communication about the importance of coordinating care with a patient's Primary Care Practitioner when level of care changes. That April 17 communication (attached to this Alert) was intended to encourage communication between practitioners.

Thank you for taking a moment to complete this survey for our records.

Please place a check in the box next to your answer below.

At your earliest convenience, please fax this survey to the HPSJ Quality Improvement Department, at 1-209-762-4730.

1. Did you receive the communication via fax or email?

Fax E-Mail

2. Did you understand the information provided?

Yes No

3. Are you likely to change behavior as a result of the communication?

Yes No

Office Name: _____

Provider Name: _____

Contact Phone: _____

Contact Email: _____

If you have questions about this communication, please call HPSJ at 1 (209) 942-6320 so we can help.

July 15, 2020

Provider Alert (sent April 17, 2020)

<https://www.hpsj.com/communication-matters-exchange-of-information-between-snf-and-pcps-post-discharge/>

April 17, 2020

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Skilled nursing facilities are a very important component in the continuum of care. Sharing information about the patients care helps the primary care practitioners better manage their patient.

The potential barriers to accurate communication between doctors include:

- Perceived lack of authority to share information
- Time constraints and increased workload
- Interruptions in workflow
- Complexity of the medical conditions restricting ability to share information.
- Limitations of the communication medium and accuracy of contact information
- Incompatible information systems
- Misinterpretations of privacy concerns related to the Health Insurance Portability Accountability Act (HIPAA).

Best practices and standards of care that the following information be shared with the PCPs at the time of the discharge:

- Reason(s) for admission into skilled nursing facility.
- Significant findings/events during the stay.
- Procedures performed and care, treatment and services provided during the stay at the SNF.
- Patient's condition at the time of discharge from the SNF.
- Information/education provided to the patient and their caregiver.

WHAT WE ASK FROM YOU:

- Educate patients on the importance of sharing their information with their PCPs
- Get patients to sign a "release of information" form at the time of the admission.

We understand that sharing discharge summaries with PCPs is an additional administrative step for your organization and staff, but it is a critical step that can go a long way in improving outcomes for patients.

If you have questions about factors that limit your ability to share information, please call HPSJ at 1 (209) 942-6302 so we can help.
