Stop And Watch

Ideas that Work are strategies your team can use to improve care coordination for patients, reduce hospital readmissions and connect patients to community resources.

The Challenge

Approximately one in four patients who are discharged from the hospital to a skilled nursing facility will be readmitted to the hospital within 30 days. By identifying subtle and early changes, you not only reduce unnecessary transfers back to the hospital but improve health outcomes and patient and family satisfaction with their care.

The Idea

Implement or re-commit to Stop and Watch for early identification of symptoms in your patients/residents. This intervention engages all facility staff and reinforces that everyone can contribute and share observations about patients/residents for follow-up and further assessment.

Stop and Watch is part of the INTERACT® (Interventions to Reduce Acute Care Transfers) – a no-cost quality improvement program that focuses on the management of acute changes in resident conditions. It includes clinical and educational tools and strategies for use in everyday practice in long-term care, assisted living and home health.

The Results

Facilities, such as River View on the Appomattox featured in our video below, experienced as much as a 50% decrease of unnecessary hospital transfers and emergency department (ED) visits when they engaged all departments, staff and families.

Resources

1. INTERACT
2. River View on the Appomattox - Ideas That Work

Steps for Implementation

1. Review materials and tools on the INTERACT web site.
2. Assess your facility's process for identifying early changes of patients/residents.

3. Review the Stop and Watch tool on the Tools page of the INTERACT® web site. You will need to create a free account to download the tool.
4. Discuss how using the INTERACT® program, including Stop and Watch, can benefit your processes and patients/residents.
5. Determine the best unit or team to start with – engage that team in the education and planning process.
6. Begin with a small number of patients.
7. Track your activities – like the number of Stop and Watch tools used.
8. Evaluate your success and how this tool is impacting transfers to the hospital, readmissions or ED utilization.
9. Establish feedback loop for continuous improvement. Let staff know how they are making a difference with their noted observations using Stop and Watch.

Tips for Success

- Engage staff members who embrace trying new ideas.
- Start small with a test during one shift on one unit with more consistent staff.
- Use these staff to champion and lead the change to other units.
- Ensure that all staff know the location of the forms and what to do with them.
- Clarify the process with all involved – especially the nurses receiving the information.
- Discuss Stop and Watch findings in various daily meetings: stand-up, change-of-shift, unit huddles, etc.
- Incorporate use of the Stop and Watch tool with the entire INTERACT® program resources.
- Share the opportunity to identify Stop and Watch criteria with family members to engage them in the identification and communication process. Acknowledge their input consistently.

Acknowledgements:

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Put new ideas to work in your community:

The Stop and Watch tool is just one of several care transitions interventions highlighted in the Ideas That Work series. To explore other strategies for strengthening care coordination activities in your community, check out our YouTube Playlist and the HQIN Resource Center.

Questions? Contact Carla Thomas at cthomas@hqi.solutions.

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