

# NHS FPX 6008 Assessment 3

## Business Case for Change

Greetings, everyone, I'm Lisa, and today I'll be addressing a significant financial challenge encountered at XYZ Medical Center in XYZ place. This predicament arises from the elevated rate of heart failure patients being readmitted to the hospital.

## Summarize the Problem and Its Potential Impact

The economic issue of high hospital readmission rates due to environmental factors leading to chronic diseases presents a profound challenge that extends beyond the confines of healthcare facilities. At its core, this issue affects patients, healthcare practitioners, healthcare organizations, and the broader community. For us, as healthcare professionals, it means grappling with the relentless cycle of treating patients with chronic conditions only to see them return shortly after discharge, often due to factors beyond our control (Holmen et al., 2020). This constant cycle can be emotionally draining and lead to frustration and helplessness among colleagues. Moreover, it significantly strains our resources and time, making it increasingly challenging to provide quality care to all patients.

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From an organizational perspective, high hospital readmission rates translate into increased costs, decreased efficiency, and potential reputational damage. It erodes the organisation's financial stability and hampers its ability to invest in crucial areas such as staff training, technology upgrades, and facility improvements (Allioui & Mourdi, 2023). Furthermore, it undermines the organization's reputation within the community, potentially losing trust and credibility among patients and stakeholders.

Beyond the confines of the healthcare setting, the impact of this economic issue reverberates throughout the community. It perpetuates health disparities, particularly among socioeconomically disadvantaged groups, who bear the brunt of the burden (Parry et al., 2019). High readmission rates exacerbate existing inequalities in access to quality healthcare and contribute to poor health outcomes and financial hardship (Zumbrunn et al., 2022). Addressing

this issue is about improving healthcare delivery and promoting equity, resilience, and well-being within our communities.

The feasibility and cost-benefit considerations of addressing the economic issue of high hospital readmission rates due to environmental factors leading to chronic diseases are critical for healthcare organizations. Implementing solutions to reduce readmissions requires an investment of financial, human, and technological (Upadhyay et al., 2019). However, the potential benefits far outweigh the costs. For instance, reducing readmission rates improves patient outcomes and leads to significant cost savings for healthcare organizations. According to recent data, the average price of a single hospital readmission in the United States ranges from \$10,000 to \$30,000, depending on the condition and severity (Healthcare Insights, 2023) (Feuerstadt et al., 2023). By implementing effective interventions to prevent readmissions, healthcare organizations can avoid these substantial costs while improving patient care.

Three key strategies can be employed to mitigate risks to the financial security of the organization or healthcare setting. Investing in preventative care and patient education programs can significantly reduce the likelihood of readmissions. For example, allocating resources towards comprehensive discharge planning, medication reconciliation, and post-discharge follow-up can help patients better manage their conditions at home, reducing readmission (Gonçalves-Bradley et al., 2022). Leveraging technology to improve care coordination and communication among healthcare providers can enhance efficiency and effectiveness in managing patients with chronic diseases. Electronic health records, telemedicine platforms, and remote monitoring devices can facilitate seamless care transitions and early intervention, ultimately reducing the risk of readmissions (Dawson et al., 2021). Promoting partnerships with community-based organizations and social service agencies can help address the social determinants of health that often contribute to readmissions. By collaborating with local agencies to provide access to housing, transportation, and social support services, healthcare organizations can better meet the holistic needs of patients and prevent unnecessary hospitalizations.

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I propose implementing a comprehensive care coordination and transitional care program to address the economic issue of high hospital readmission rates due to environmental factors leading to chronic diseases. This program would involve close collaboration between healthcare providers, patients, caregivers, and community resources to ensure seamless care transitions and effectively support patients in managing their chronic conditions (Bierman et al., 2021). Key components of this program would include comprehensive discharge planning, medication reconciliation, patient education, and post-discharge follow-up.

The potential benefits of this solution are manifold. It would improve patient outcomes by reducing the likelihood of readmissions and complications associated with poorly managed chronic conditions. By providing patients with the necessary tools, resources, and support to manage their health outside of the hospital setting, we can empower them to lead healthier and more fulfilling lives (Ocloo et al., 2020). Additionally, this solution would enhance the efficiency and effectiveness of healthcare delivery, leading to cost savings for the organization and reducing the burden on healthcare providers (Huang et al., 2024). Moreover, by addressing the root causes of high readmission rates, such as lack of access to care, socioeconomic disparities, and inadequate social support, this program can promote health equity and improve the overall well-being of the community.

The proposed solution of implementing a comprehensive care coordination and transitional care program is inherently culturally sensitive, ethical, and equitable within the context of the community and healthcare setting it will be implemented. The program will prioritize culturally competent care delivery by recognizing and respecting patients' and their families' diverse backgrounds, beliefs, and values (White et al., 2019). This will be achieved through tailored patient education materials, interpreter services, and culturally appropriate communication strategies to ensure that all patients receive equitable access to care regardless of their cultural or linguistic background.

Ethically, the program will adhere to patient autonomy, beneficence, and non-maleficence principles. Patients will be actively engaged in the decision-making process regarding their care, and their preferences, values, and goals will be respected and honoured throughout the care continuum (Fleuren et al., 2020). The program will prioritize patient safety and well-being by implementing evidence-based practices and protocols to minimize the risk of adverse events and complications.

In terms of equity, the program will strive to ensure that access and cost are equitable across all groups in the community. This will be achieved by removing barriers to access, such as transportation and language barriers, and by providing financial assistance and support services to those in need (Oluyede et al., 2022). The program will adopt a sliding fee scale or other mechanisms to ensure that cost does not hinder care for low-income or uninsured patients. By addressing social determinants of health and promoting health equity, the program aims to create a more just and inclusive healthcare system that serves the needs of all members of the community.

## **Conclusion**

Addressing the economic issue of high hospital readmission rates due to environmental factors leading to chronic diseases requires a multifaceted approach considering the needs of patients, healthcare providers, organizations, and the community. By implementing a comprehensive care

coordination and transitional care program, we can improve patient outcomes, enhance the efficiency of healthcare delivery, and promote health equity within our communities. This solution is culturally sensitive, ethical, and equitable, ensuring all individuals have access to high-quality care regardless of their background or socioeconomic status. Through collaborative efforts and innovative strategies, we can create a healthcare system that promotes well-being and resilience for all.

## References

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