

Updates to Transitions of Care Log and Instructions **Effective January 4, 2016**

Highlights of TOC log/instruction changes:

1. If Care Coordinator finds out about the transition(s) 15 days or more after the member has returned to their usual care setting, no TOC log will be required. The Care Coordinator, however, should follow-up with the member to discuss the care transition process, any changes to their health status and plan of care, and provide education about how to prevent readmission. **Document this discussion in case notes.** The 15-day exception only applies if the CC finds out about all of the transitions after the member has returned to the usual care setting.
2. Reason for Admission—Changed language from Transition Description to Reason for Admission. Document the reason the member was initially hospitalized.
3. Up to three transitions can be documented on one log.
4. Communication tasks are now split up:
 - For transitions to settings other than the member's usual care setting complete the following two tasks:
 - Communicate with the receiving setting; CC contact info, care plan/services and;
 - Notify primary physician of the transition
 - For transitions back to their usual care setting, or "new" usual care setting, (i.e., a community member who decides upon permanent nursing home placement) in addition to the tasks above, communication tasks with the member or responsible party should be done:
 - Discuss care transition process
 - Discuss changes to health status
 - Discuss changes to plan of care
 - Provide education about how to prevent unplanned transitions/readmissions
 - Discuss 4 pillars
5. Mental health hospitalizations—the follow up appointment should be within 7 days following the return to the usual care setting.

Additional TOC pointers:

Refer to Transition of Care (TOC) Log instructions for complete details
Refer to health plan for specific TOC process/procedures

Auditing TOCs:

TOC logs will be audited per individual health plan's process,
or,

The CC case note will be audited for circumstances where the CC found out about the transitions 15 days or more after the members return to the usual care setting.