



# Patient Advocates Program

## May 19 Telephone Teach-in

We invite our Chapter Members, interested older persons, caregivers and Aging and Health Network Professionals to participate:

### **Difficult Decisions for Patients and Caregivers About Post-Acute Care and Why They Matter**

**Date:** Tuesday, May 19, 2020 **Time:** 10:00 am–11:00 am

**Speaker:** Lynn Rogut, Director, Quality and Team Leader, Quality Institute and Kristina Ramos-Callan, Program Manager, United Hospital Fund

**Call in number:** 1-605-562-0400; **Access code:** 4715203# Other numbers you can use to call in: 425-436-6260; 712-832-8330

### **Session Overview**

As the trend of discharging patients quickly continues, post-acute care has become a regular part of recovery for those who have undergone major surgery or experienced serious illness. Yet too often, the process of discharge planning can fail to help hospitalized patients and their family caregivers identify high-quality PAC providers that can best meet their needs. When discharge planning is rushed or poorly executed, it can create great stress for patients and family caregivers. Transfer to a facility that does not meet all the patient's needs can result in longer stays, hospital readmission, and increase the likelihood that patients will become nursing home residents. United Hospital Fund has studied these problems and issued several important reports with recommendations for addressing barriers to discharge planning and supporting more informed decisions by patients and families.

#### **In this session you will learn about:**

- Why high-quality discharge planning is essential and why it can be so challenging
- Important features of good discharge planning, the key role that caregivers play, and strategies for ensuring that needs are assessed, and communication is clear
- Factors to consider in making decisions about post-acute care and using publicly available information to assess provider quality
- Resources for patients and families post-discharge
- Best practices, innovations, and policy levers that could help foster more coordinated and effective post-acute care



**New York StateWide Senior Action Council, Inc.**



**ALL TEACH-INS RUN  
FROM 10:00—11:00 AM.**

## REMINDERS:

- **June 23, Take CHARGE Campaign; 5 Steps to Patient Empowerment**
- If you missed any of our previous teach ins, visit our Web site to hear a recorded playback.  
[www.nysenior.org](http://www.nysenior.org)

## Caller Instructions and Other Information

- The sessions are in presentation mode but the line will be opened for participant questions and comments after the speaker has finished their presentation.
- Materials from Teach Ins are posted on our website [www.nysenior.org](http://www.nysenior.org)
- When on our website,
  1. On the navigation bar, click on **Our Helplines**
  2. In the drop down menu, click on **Patient's Rights Helpline**
  3. Under "**Information for Hospital Patients**", click on **Telephone Teach-in**. This will take you to additional information about past Teach ins, powerpoint presentations and other important notes.

# Call 800-333-4374 to reserve your spot!

### **NY STATEWIDE SENIOR ACTION COUNCIL**

is a not-for-profit grassroots membership organization made up of individuals and organizations with an interest in improving the lives of senior citizens.

*Funding for our Patient Advocates Program is being provided through the generous support of the NYS Legislature and administered by the NYS Office for the Aging*

**STATE  WIDE**  
New York StateWide Senior Action Council, Inc.

The **Helpline** is toll free at  
**800-333-4374**

Information is also available on the StateWide website at  
**[www.nysenior.org](http://www.nysenior.org)**

**E-mail questions to:**

[StateWidePatientsRights@gmail.com](mailto:StateWidePatientsRights@gmail.com)