

Project BOOST Fact Sheet

GOAL: The goal of Project BOOST (**B**etter **O**utcomes for **O**lder adults through **S**afe **T**ransitions) is to improve the care of patients as they transition from the hospital to home.

OUTCOMES:

By improving discharge processes, Project BOOST aims to:

- Reduce 30 day readmission rates for general medicine patients (with particular focus on older adults)
- Improve facility patient satisfaction scores
- Improve the institution's H-CAHPS scores related to discharge
- Improve flow of information between hospital and outpatient physicians
- Ensure high-risk patients are identified and specific interventions are offered to mitigate their risk
- Improve patient and family education practices to encourage use of the teach-back process around risk specific issues.

APPROACH:

1. Create a national consensus for best practices. Project BOOST's advisory board includes representatives from the Agency for Healthcare Research and Quality (AHRQ), The Joint Commission, Centers for Medicare and Medicaid Services, Blue Cross and Blue Shield Association, pharmacy, nursing, geriatricians, patient advocates, and others.

2. Create resources to implement best practices. Project BOOST created a resource room-BOOSTing Care Transitions Resource Room, for quality improvement teams including:

- Clinical toolkit (discharge planning tools, risk stratification tools)
- Data collection tools
- Project Management Tools (guidance for gaining institutional support, creating and managing a team)
- Educational tools – background information for professionals new to quality improvement
- Review of key literature
- Exchange Information and Share Success stories

3. Provide technical support. Project BOOST offers several technical support options via the Project BOOST Mentoring Program. Participating sites will receive:

- Day long training sessions (fee-based)
- Year-long coaching/mentoring program (free, courtesy of grant from the John A. Hartford Foundation).

PARTICIPATING SITES

Any site can access the BOOST toolkit via the resource room free of charge at www.hospitalmedicine.org/BOOST. Over 265 sites have downloaded the complete Implementation Guide which serves as a portable version of the resource room and will walk you through the steps improve the discharge process. There are two cohorts participating in the Project BOOST Mentoring Program.

Cohort one, listed below started in September 2008.

Six hospitals were selected to participate in Project BOOST's pilot mentoring program:

- Piedmont Hospital – Atlanta, Georgia
- Queens Medical Center – Honolulu, Hawaii
- University of New Mexico Health Science Center School of Medicine – Albuquerque, NM
- Hospital of the University of Pennsylvania – Philadelphia, PA
- Southwestern Vermont Medical Center – Bennington, VT
- ThedaCare: Appleton Medical Center - Appleton, WI; & ThedaClark Medical Center – Neenah, WI

Cohort two, listed below started in March 2009.

Twenty four hospitals were selected to participate in Project BOOST's:

- Banner Good Samaritan Medical Center – Phoenix, AZ
- Kaiser Permanente Hospital West Los Angeles – Los Angeles, CA
- California Pacific Medical Center – San Francisco, CA
- University of California, San Francisco – San Francisco, CA
- Greenwich Hospital – Greenwich, CT
- Morton Plant Hospital – Clearwater, FL
- Emory Crawford Long Hospital – Atlanta, GA
- Emory University Hospital – Atlanta, GA
- Rush University Medical Center – Chicago, IL
- University of Kansas Hospital – Kansas City, KS
- UMass-Marlborough Hospital - Marlborough, MA
- University of Michigan – Ann Arbor, MI
- SSM St. Mary's Health Center, St. Louis, MO
- Billings Clinic – Billings, MT
- Mission Hospital – Asheville, NC
- Lakes Region General Hospital – Laconia, NH
- Cooper Health – Camden, NJ
- Huntington Hospital – Huntington, NY
- Albert Einstein Healthcare Network – Philadelphia, PA
- Medical University of South Carolina – Charleston, SC
- Sanford USD Medical Center – Sioux Falls, SD
- Baptist Hospital – Nashville, TN
- Chesapeake Hospitalists, P.C. – Chesapeake, VA
- Aurora Medical Center, Summit, WI – Milwaukee, WI

For more information on Project BOOST, please contact lvalentino@hospitalmedicine.org (267-702-2672).

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