Reducing Behavioral Health Inpatient Readmissions
The Zucker Hillside Hospital

• Academic flagship of Northwell Health
• Continuum of Mental Health Services:
  • Inpatient Services
    • 222 Inpatient beds
      • Specialized Units
        • First Episode
        • Mood Disorders
        • Geriatric Services
        • Adolescent Services
        • Perinatal Mood and Anxiety Disorders
        • Women’s Unit
Zucker Hillside Hospital

• Outpatient Services
• Partial Hospitalization Programs
  • Adult and Geriatric

• Mental Health Clinic Based Services
  • Child, Adolescent, Adult and Geriatric Services
  • Obsessive Compulsive Disorder (OCD)
  • Bipolar
  • College Track
  • OnTrack NY / First Episode
  • Perinatal Mood and Anxiety Disorders
  • Clozapine Clinic
  • Injection Clinic
  • Dialectical Behavioral Therapy (DBT)
Zucker Hillside Hospital

• Outpatient Services

• Substance
  • Methadone Maintenance
  • Drug Abuse Education Health Referral Service
  • Project Outreach- West Hempstead
  • Far Rockaway Treatment Center
  • Mineola Treatment Center

• Intensive Psychiatric Rehabilitation Treatment
  • Vocational Rehabilitation

• Case Management- HillCare
Zucker Hillside Hospital

Readmission Rate
2016 YTD 7.42
Interventions

• Culture Change
• Organizational Collaboration on Reduction of Readmissions
  • Service Line Investment
  • Emergency Department
  • Inpatient Services
  • Outpatient Services
  • Care Coordination
  • Consultations
Interventions

• Prescriptions filled prior to discharge
• Evidenced Based Interventions
  • Motivational Interviewing
  • Specialized Programming
• Long Acting Injectable (LAI)
• Electroconvulsive Therapy (ECT)
• Clozapine
• Intensive Psychiatric Rehabilitation Treatment
• Reverse Integration Services in Clinics
• HillCare- Care Coordination
HillCare

Mission: To help our clients understand their diagnosis, build a healthcare network, establish goals, address barriers, and develop skills to facilitate recovery.

HILLCARE is an interdisciplinary team made up of

Care Managers
Peer Advocates
Clinical Interns
<table>
<thead>
<tr>
<th>Service</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Census</td>
<td>200</td>
</tr>
<tr>
<td>Retention Rate</td>
<td>98%</td>
</tr>
<tr>
<td>Assistance in Obtaining Benefits</td>
<td>66%</td>
</tr>
<tr>
<td>Assistance in Obtaining Vocational Assessment</td>
<td>20%</td>
</tr>
<tr>
<td>Assistance in Obtaining Housing</td>
<td>18%</td>
</tr>
<tr>
<td>Psychiatric Hospitalization Rate</td>
<td>3%</td>
</tr>
</tbody>
</table>
Zucker Hillside Hospital

Prescriptions Filled Prior to Discharge

Jan-16: 64%  
Feb-16: 65%  
Mar-16: 76%  
Apr-16: 78%  
May-16: 81%  
Jun-16: 62%  
Jul-16: 76%  
Aug-16: 86%
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