Plan All-Cause Readmissions (PCR)
Tips for Physicians & Providers

Plan All-Cause Readmissions (PCR) is one of the National Committee for Quality Assurance (NCQA) Healthcare Effectiveness Data and Information Set (HEDIS®) measures. Health plans use this measure to evaluate themselves and the services provided by you, the healthcare professional. Humana encourages its members to communicate with you and be engaged in their follow-up care and medication.

Measure at a glance

- **Measure abbreviation:** PCR
- **Measurement period:** Jan. 1 to Dec. 1 of the measurement year
- **Eligible population:** Patients 18 and older with acute inpatient stays during the measurement year that were followed by an unplanned acute readmission for any diagnosis within 30 days and the predicted probability of an acute readmission – commercial and Medicare coverage

Assessment phases for 2019

Performance is assessed using claims-based data and reported in the following categories:

1. Count of index hospital stays (IHS) (denominator)
2. Count of 30-day readmissions (numerator)
3. Average adjusted probability of readmission

Measure best practices

Health plans use NCQA’s HEDIS measures to identify care opportunities and assess health plan performance. Quality improvement opportunities focus on best practices, HEDIS technical specifications, targeted interventions and education for patients and physicians/providers. Suggested best practices for the PCR measure include:

- Begin discharge planning at admission to secure adequate outpatient care
- Coordinate care among physical health and behavioral healthcare providers
- Clearly communicate discharge plans and barriers to following up with the patient

Additional resources about hospital readmissions

- Patients being discharged from the hospital who have a clear understanding of their after-hospital care instructions, including how to take their medicines and when to make follow-up appointments, are 30% less likely to be readmitted or visit the emergency department than patients who lack this information. Source: [https://www.ahrq.gov/professionals/quality-patient-safety/patient-safety-resources/resources/impptdis/index.html](https://www.ahrq.gov/professionals/quality-patient-safety/patient-safety-resources/resources/impptdis/index.html)

- Limited health literacy skills are associated with an increase in preventable hospital visits and admissions. Source: [https://health.gov/communication/literacy/quickguide/factsliteracy.htm](https://health.gov/communication/literacy/quickguide/factsliteracy.htm)

- Contact Humana to request a care coordinator who will help your patient navigate the healthcare system and link him or her to in-network behavioral health providers.
  - Commercial Customer Service: **1-800-448-6262**
  - Medicare Customer Service: **1-800-457-4708**