



Revocation Reduction Program

Evergreen Hospice Care has introduced a Revocation Reduction Program to minimize revocation once a patient is admitted to Evergreen Hospice Care program. The program's goal is to provide a scientific team approach with enhanced care from meeting the patient/family considered high risk for revocation. An admission Triage RN and on-call Master's Level Social Worker (MSW) follow up with the patient and during afterhours the RN case manager and MSW work with the patient. The RN case manager and MSW increase visits as needed and coordinate with a Clinical Supervisor and IPA/health plan to arrange outpatient procedures to avoid hospitalization, keeping the patient home comfortably.

Evergreen Hospice Care has developed a high risk for Revocation screening tool used to screen the patient / family upon first meeting for initial evaluation and admission. Once the patient is identified as high risk, Evergreen Hospice Care will initiate the Revocation Reduction Program.

Evergreen Hospice Care collects monthly data on every revocation with root cause analysis of its patients and shares information on an internal web site with the interdisciplinary team, resulting in better patient outcomes.