

7-Day Pledge

January 2019

Avoiding readmissions by rapidly connecting patients to primary care after hospitalization

The 7-Day Pledge is a program of the Camden Coalition of Healthcare Providers that aims to reduce avoidable hospitalizations in Camden by removing barriers to rapid primary care follow-up after hospital discharge.

Program goals

Approximately one-quarter of hospital readmissions are avoidable, and inadequate follow-up is a factor in many of these situations. By facilitating connections to primary care, the 7-Day Pledge program ensures that patients receive necessary care after their hospitalizations. We bridge information silos that create barriers to follow-up care.

Who we serve

The 7-Day Pledge is available to nearly all hospitalized adults and children covered by Medicaid in Camden. However, the following types of hospitalizations are excluded because of clinical or administrative considerations: pregnancy, labor, and delivery; oncology-related; motor vehicle accidents; psychiatric admissions without a medical component; and surgery-related.

7-Day Pledge model

Every day, we use the Camden Coalition Health Information Exchange to review all hospitalizations that occur within our local partner hospitals: Cooper University Health Care, Jefferson Health's three New Jersey hospitals, Lourdes Health System, and Virtua Health. Through this process, we contact all eligible patients, either at the bedside or over the phone, to schedule a primary care appointment within seven days of their estimated discharge.

In addition to scheduling, our care team arranges transportation to and from the appointment, makes reminder calls, and distributes \$20 gift cards to patients after their primary care appointments are completed.

We also provide workflow support to help primary care practices prioritize the recently-discharged patients. To cover the costs of changing their workflows, we offer practices \$100 for visits completed within seven days. We meet with practices monthly to discuss progress, successes, and strategies for improving program implementation.

Outcomes

In an [article](#) published in *JAMA Network Open* in January 2019, we shared results of our 7-Day Pledge evaluation. We found that patients who had a primary care appointment within seven days of hospital discharge had a lower number of 30- and 90-day hospital readmissions.



Primary care

practices

The practices we currently work with are primarily in the city of Camden and include:

- CAMcare
- Cooper Ambulatory Pediatrics
- Cooper Internal Medicine
- Cooper Family Medicine
- Fairview Village Family Practice
- Osborn Family Health Center
- Project H.O.P.E.
- Reliance Medical Group
- Virtua Primary Care

Questions?

Learn more at:
camdenhealth.org/7-day-pledge

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