Jefferson Health System Announces The Happy Heart Reward Program for Heart Failure Patients a Success!

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**Jefferson Health System Announces The Happy Heart Rewards for Heart Failure Patients a Success!**

Philadelphia, February 1, 2022 Happy Heart Rewards is an incentive system set up by Jefferson Health to encourage heart failure patients to participant in their heart health care and reduce readmissions.

The heart failure team identified gaps in health care for heart failure patients. The gaps included discharge satisfaction, discharge appointment within 7 days, and readmissions. Happy Heart Rewards became a useful tool of patient engagement. The reward program started with the telemedicine as a solution to discharge appointment within 7 days and Happy Heart Discharge packs. The patient scheduled a follow-up visit within 7 days of discharge, prior to leaving the hospital with telemedicine, received a Happy Heart Discharge pack and a Reward card. The discharge pack contained a scale and a wearable. The patient was educated on the uses of the scale, wearable and the Happy Heart Rewards program while still in the hospital. The rewards program requires participation by the patient after discharge. The patient weighs himself or herself daily. The information from the scale automatically sends to Jeff My Chart along with a blood pressure and heart rate from the wearable. This information is available not only to the patient, but is set up for alerts to care providers to make contact with the patient based on evidenced-based parameters and the Jefferson Health policy. As the patient continues to participate in the program every day, the patient receives Happy Heart rewards. The patient could use these rewards to obtain incentives through the Jefferson Health Enterprise. Some rewards for achievement are coupons to the local market for healthy food, voucher to the cafeteria at any Jefferson hospital, discount on prescription at a Jefferson pharmacy, discount on the new wearable, or a VIP appointment slot for an in-house visit to a Jefferson specialist. Prior to leaving the hospital, the patient was educated and looked forward to the incentives that were available to them with successful participation. The Happy Heart program encouraged education and promoted a healthy lifestyle.

According to Sharon Hartman, JNE Heart Failure Coordinator, “Success came from the diligence of the Heart Failure team to educate our heart failure patients while in the hospital setting and telemedicine follow-up appointments scheduled within 7 days. The distribution of the Happy Heart Discharge packs to our patients provided a means to continue the care outside of the hospital setting.” Barriers such as patient and leadership support, we conquered because of the heart failure team ability to show change through better outcomes within CMS, Get-With-the Guidelines Heart Failure Registry (GWTG-HF), and Press Ganey Scores.

 Happy Heart Rewards and discharge packs have increased patient engagement, patient satisfaction and reduced our readmissions for heart failure patients. Increasing the patient satisfaction has increased our loyalty of our customers, at the same time decreasing the cost of heart failure patient’s effect on the Jefferson Health Enterprise finances.

Jefferson Happy Heart patient states, “Weighing myself every day is easy with the free scale. Happy Heart Rewards, like VIP treatments and free lunch when I have to venture out to the hospital, I like a lot. It is not only a savings for me but for my family too! But most of all, I actually feel a lot better.”

The Happy Heart Program has been an integral success in the Jefferson Health Enterprise by saving over $48 million in readmissions over the past 3 years, according to CMS, cost per heart failure readmission. The overall savings is now funding similar programs for other disease processes to improve the lives of our community. Recognized as an Honor Roll Member from the American Heart Association GWTG-HF Award, because we have met, not only, the metric for post-discharge appointment within 7 days more than 85% of the time, which was about 50.4% in 2019, but all metrics with greater than 85%. According to Press Ganey, Jefferson Health Enterprise increased the patient satisfaction scores from 65 % to 99%.