

# CASE STUDY: A UF HEALTH SUCCESS STORY IN VALUE-BASED CARE

## *The Transitional Care Management (TCM) Program*

### Introduction: The Challenge of Care Transitions

The period immediately following a hospital discharge is one of the most vulnerable times for a patient. Without proper support, patients can face challenges with medication management, understanding follow-up instructions, and accessing timely outpatient care. These gaps can lead to poor health outcomes, negative patient experiences, and costly, often preventable, hospital readmissions.

Recognizing this critical point in the care journey, UF Health identified an opportunity to apply the principles of value-based care—improving patient outcomes while managing utilization—to enhance the transition from the inpatient to the outpatient setting. The challenge was to create a structured, proactive system to support patients during this crucial period, moving beyond reactive care to one of coordinated, preventative oversight.



### The Solution: A Strategic, Team-Based Approach

To address this challenge, UF Health implemented a Transitional Care Management (TCM) program. This initiative was designed not as an isolated service, but as a core component of a value-driven strategy. Following a model that has proven effective in other successful initiatives, the rollout was direct and purposeful.

As described in a discussion on value-based care implementation, the TCM program followed a clear “glide path.” A dedicated team was assembled with a clear and shared understanding of their objective: to ensure patients had the support and resources needed for a safe and successful recovery at home.

The implementation was built on a straightforward yet powerful premise: a dedicated team, clear goals, and decisive action. The TCM team’s responsibilities include:

- **Engaging Patients Pre-Discharge:** Educating patients and their families about post-discharge care plans and what to expect.
- **Ensuring Post-Discharge Follow-up:** Making timely phone calls to patients after they return home to address questions, review medications, and assess their condition.
- **Coordinating Outpatient Care:** Assisting patients in scheduling and keeping critical follow-up appointments with their primary care providers or specialists.
- **Facilitating Communication:** Serving as a crucial link between the inpatient care team and the patient’s outpatient providers to ensure continuity of care.

This approach directly embodies the tenets of value-based care by focusing resources on preventing adverse events, rather than simply treating them after they occur.

## The Results: A Model for Success

The Transitional Care Management program stands as a proven success story within UF Health. While specific metrics are continuously tracked, the initiative has demonstrated its effectiveness in fundamentally improving the patient transition process. The program is considered to be “doing really well” at achieving its primary goal of helping patients navigate the move from an inpatient to an outpatient environment.

The success of the TCM program provides a powerful proof of concept, speaking directly to the organization’s capacity to successfully implement value-based care initiatives. It serves as an internal benchmark for how future projects can be designed and executed to achieve meaningful results in both quality and efficiency.

## Conclusion & Key Takeaways

The UF Health Transitional Care Management program is more than a successful initiative; it is a tangible example of value-based care in action. It demonstrates that by focusing on a specific, high-risk area of the patient journey, a dedicated team can produce significant improvements in patient safety and outcomes. The program’s success offers a replicable model and a source of institutional confidence for future value-based projects.

## Additional Resources

[USF-UF Team Devises Specialty Transitional Care Program to Improve Patient Services](#)

## KEY TAKEAWAYS FROM THE TCM PROGRAM’S IMPLEMENTATION INCLUDE:

- **The Power of a Clear Vision:** Success begins with a well-defined goal that the entire team understands and supports.
- **The Importance of an Empowered Team:** A dedicated team with ownership of the process is essential for effective execution.
- **The Value of Focused Action:** A direct approach—identifying the goal and moving forward—can be more effective than prolonged, complex planning.
- **The Foundation of Value:** The program’s success is rooted in its focus on improving patient outcomes and preventing adverse events, the very definition of value in healthcare.