





INTERACT Program

The INTERACT program is a quality improvement program focused on enhancing patient care and reducing avoidable hospitalizations from the Post-Acute sector.

The Interventions to Reduce Acute Care Transfers, INTERACT, program has been implemented in 51 Skilled Nursing Facilities throughout the 8 counties of WNY. Modified programs have been rolled-out at 4 of the WNY Certified Homecare Agencies.

The INTERACT program focuses on the following to improve patient care:

-  Enhanced education and training of staff to recognize potential patient decline.
-  Systematic, uniform procedure for early symptom recognition and communication to providers.
-  Standardized clinical guidelines for patient intervention and care.
-  Incorporation of quality improvement process to review transfers and hospitalizations.