Goal: Prevention of 30-day Readmissions

Strategy: Ensure core processes are in place to prepare patient, family, and post-acute care partners for successful post-hospital transition.

Tactics	Tasks	Tools
1. Establish and maintain **core processes**	Maintain a multidisciplinary task force for ongoing monitoring and evaluation of readmission reduction strategies and progress toward the goal	• HSAG HQIC Readmissions Reduction Diagram • HSAG HQIC Readmissions Resources Fishbone
2. Conduct **data analysis** and **patient interviews**	Review: • Readmission trend analysis, using HSAG HIQIC data reports (Readmissions/Secure Data Portal Dashboard) • Internal concurrent data • Readmitted patient charts and conduct patient interviews	• HSAG HQIC Secure Data Portal
3. Ensure basic **discharge process elements** are complete	• Conduct readmissions risk analysis (LACE)[1] • Ensure durable medical equipment is ordered and delivered • Make and communicate date and time for medical doctor follow-up appointment • Ensure contact is made with patient within 72 hours post-discharge (call or visit)	• Modified LACE Tool
4. Use patient/family **teach-back method**	Ensure understanding of: • Reason for hospitalization • Medical condition(s) management • Medication use and address expectations/side effects	• Teach-Back Starter Sentences • Hospital Teach-Back Training Slides
5. Collaborate with **post-acute providers**	Partner with: • Local skilled nursing facilities (SNFs)/acute rehab to optimize collaboration and communication • Local home health (HH) agencies to optimize collaboration and communication • Primary care physicians and clinic to establish protocol to accommodate hospitalized patients for follow-up appointments within one week	• SNF Re-Hospitalization Risk Assessment • HH Partner Assessment Tool 72 hour/7-day
6. Activate **patient/ family participation** to optimize health	• Evaluate support system • Address health literacy • Address social determinants	• Readmissions Interview Tool • Health Literacy: A Prescription to End Confusion

1. Length of stay, Acuity of admission, Comorbidities, Emergency department visit in the past six months (LACE)

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