

# Top 10 Intervention Series:

## #9 Reducing Inpatient Psychiatric Readmissions

### Intervention 9 of a 10-part monthly series brought to you by Health Services Advisory Group (HSAG)

HSAG is spotlighting the 10 practices identified in *Reducing Behavioral Health Readmissions: Strategies and Lessons Learned*.<sup>1</sup> Hospitals using a variety of readmission reduction interventions endorsed **these top 10 practices** as **very important** or **critical** for reducing readmissions.

#### To implement case reviews in your organization, designate:

- **Timeline** for internal process (immediate, 8 hours, 24 hours?)
- **Checklist of Steps** to be completed (e.g., chart review, patient, providers, and family interviews\*)
- **Tools** to be used (e.g., HIE<sup>2</sup>, chart audit templates<sup>3</sup>)
- **Staff Member** to complete new reviews daily



#### To benefit most from case reviews in your organization:

- Be consistent
- Be transparent
- Be willing to act on aggregate findings: ask “what do we need to do differently internally?”

#### To benefit your patients directly, be willing to act on individual findings:

- Present findings in family/caregiver readmission reduction meetings (**Intervention #3\***)
- Augment inpatient treatment, increase/modify referrals, follow-up after discharge

#### \*Sample open-ended questions for interviews to improve outcomes:

What are the top 3 challenges expected at discharge? Who can be contacted for support in a crisis? What has been most helpful in the past? What are indications that a crisis is developing? How are things right now the same, better or worse than in previous admissions? What needs/resources were missed in previous discharge planning? What was different when life was more stable and predictable? How can we work together to ensure follow-through after discharge?

For more information, read  
**Reducing Behavioral Health Readmissions:  
Strategies and Lessons Learned at**  
<https://goo.gl/fo0sWr>

To view and consider interventions 1 through 8 please visit [www.hsag.com/bh-resources](http://www.hsag.com/bh-resources).

1. The Office of Mental Health in New York.

2. Health Information Exchange. Arizona’s HIE is HealthCurrent: [www.healthcurrent.org](http://www.healthcurrent.org).

3. Consider use of a readmission audit tool template available at no-cost from HSAG at: <https://goo.gl/bJdGqH>.

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## Intervention #9

### Case conference review for each readmission

Explore every issue contributing to readmission:

- Outpatient Follow-up
- Transportation
- Finances
- Medication
- Support System
- Substance Use
- Medical Conditions
- Length of Stay
- Housing
- Unemployment
- Isolation
- Illness
- Other Unmet Social Needs

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