

# Top 10 Intervention Series:

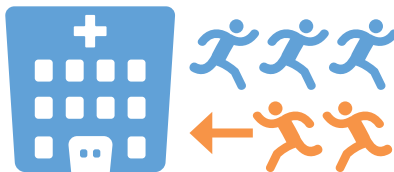
## Reducing Inpatient Psychiatric Readmissions

### The first 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*. The article cites: "A key lesson learned is that a portfolio of mutually reinforcing interventions is needed to achieve project impact, and success depends more on robust implementation than on choice of any 1 intervention."<sup>1</sup> Surveys from numerous hospitals utilizing a variety of readmission reduction interventions endorsed **these top 10 practices** as **very important** or **critical** for reducing readmissions.

### Consider these risk factors for enhanced discharge planning:

- **Psychosocial and socio-economic stressors:** assess, anticipate and specifically address these needs as well as behavioral health needs.
- **The two weeks following discharge:** the majority of readmissions occur within 2 weeks of discharge: strategize for at least 2 weeks of follow-up/structure.
- **Dual eligible patients:** Patients having both Medicare and Medicaid typically have a higher readmission rate.
- **Substance Use/Relapse:** Strategize intensive support to help maintain sobriety.
- **AMA\* Patients:** Arizona data indicate that patients who discharge AMA readmit over 40 percent of the time and nearly 100 percent of those readmissions occur within 2 weeks of discharge.



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



## Intervention #1

What was rated as the most important intervention?

**A post-discharge follow-up phone call to the client or caregiver by someone known to the patient.**

Using the teach-back method of confirming understanding\*\*, this call is more than a reminder call or an attempt at contact.

It is to:

- Occur 24–48 hours after discharge
- Assess clinical status
- Reinforce the discharge plan
- Review medications
- Answer questions
- Offer other resources

For questions, please contact:  
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Look for Intervention #2 Coming in June!

\*Against Medical Advice (AMA) \*\* To access 10 no-cost Teach-back resources: <https://www.hsag.com/medicare-providers/care-coordination/teach-back/>  
1. *The Office of Mental Health in New York.*