



Quality
Insights

The healthcare improvement experts.

Best Care in the Best Setting

Reducing 30-Day Readmissions and Avoidable Emergency Department Trips

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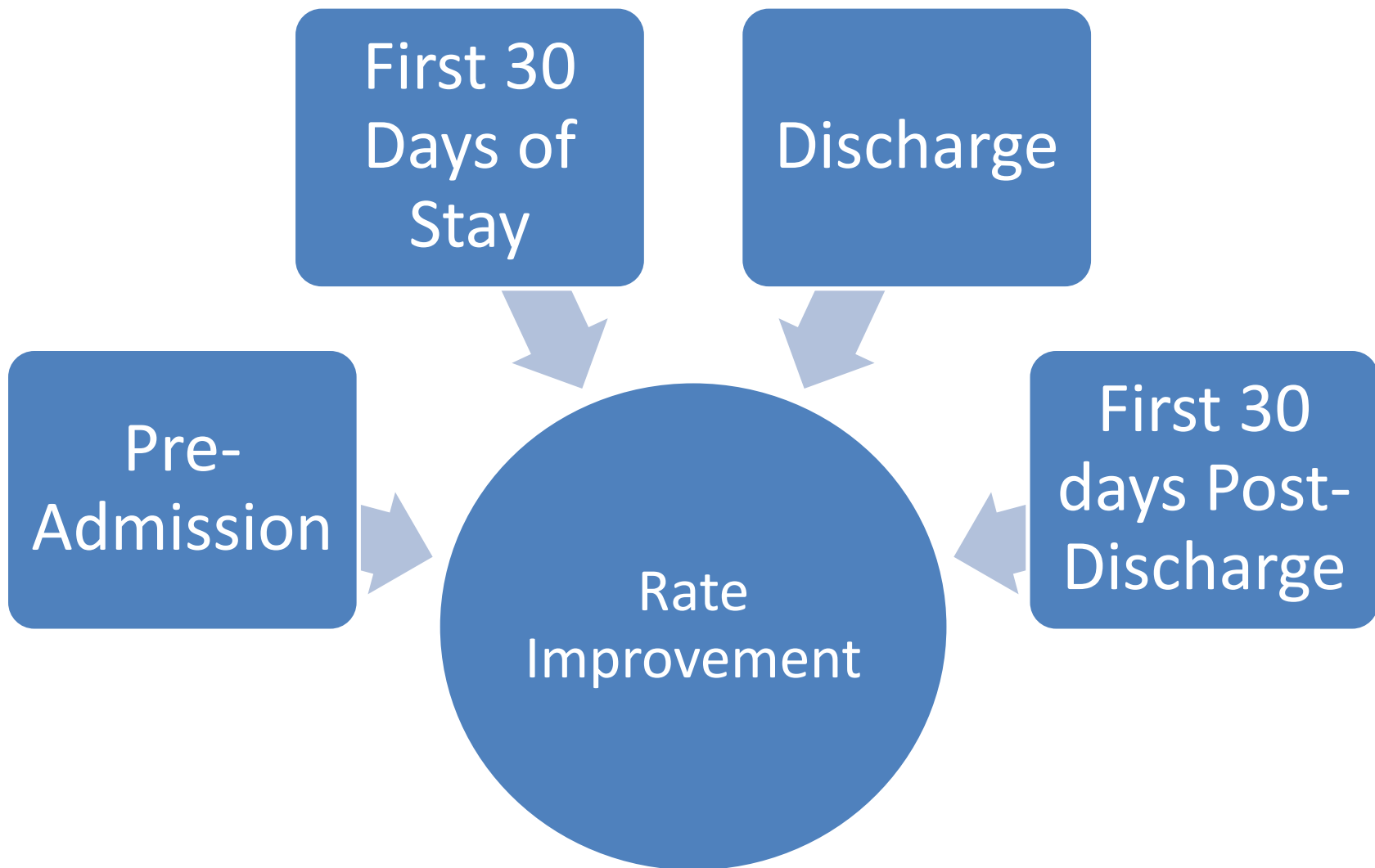


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First things First



Pre-Admission

- Ensure that risk factors for readmission and emergency department (ED) trips are considered and prepared for prior to admission
 - High risk diagnosis
 - Readmission history
 - Behavioral risk
- Pre-admission room huddle
 - Right people present
 - Right equipment on hand
 - Right medication on hand
 - Psychosocial factors considered

The First 30

- Within 1 hour of admission
- Within first 24 hours of admission
- Within first 72 hours of admission
- 7-day check-in
- 14-day check-in
- 21-day check-in
- 30-day check-in

Discharge

- Discharge planning starts prior to admission
- Physical needs
- Clinical needs
- Social needs
- Support system

30 Days Post Discharge

- Follow-up call in 24 hours
- Follow-up call in 72 hours
- Follow-up at day 14 post-discharge
- Follow-up at day 21 post-discharge
- Follow-up at day 29

What does all of this lead to?

- Our outreach
- Your interest
- Your buy-in
- Our commitment

Questions?

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