

- READMISSIONS CHECKLIST -

A checklist to review current or initiate new interventions to prevent avoidable readmissions in your facility.

PREVENTABLE READMISSIONS CHECKLIST

PROCESS CHANGE:

- Know Your Numbers.
- Enhanced admission assessment of discharge needs and begin discharge planning upon admission. Formal assessment of risk of readmission – align interventions to patient’s needs and risk-stratification level.
- Accurate medication reconciliation at admission, at any change in level of care, and at discharge.
- Patient education – be culturally sensitive; incorporate health literacy concepts; include information on diagnosis and symptoms management, medication and post-discharge care needs. Involve family members.
- Identify primary caregiver, if not the patient, and include in education and discharge planning.
- Use teach-back to validate patient and caregiver’s understanding.
- Send discharge summary and after-hospital care plan to PCP within 24 to 48 hours of discharge.
- Collaborate with post-acute and community-based providers including SNFs, rehabilitation facilities, long-term care acute care hospitals, home care agencies, palliative care teams, hospice, medical homes and pharmacists.
 - Join a Community Coalition Meeting for your region.
- Before discharge, schedule follow-up medical appointments and post-discharge tests/labs.
- For patients without a PCP, work with health plans, Medicaid agencies and other safety net programs to identify and link patient to a PCP.
- Conduct post-discharge follow-up calls within 48 hours of discharge; reinforce components of after-hospital care plan using teach-back; and identify any unmet needs such as access to medication, transportation to follow-up appointments, etc.

REGULAR MONITOR COMPLIANCE:

- Monitor readmission rates as part of daily workflow.
- Perform Root Cause Analysis (RCA) on 7-day and 30-day readmissions.
- Evaluate staff adherence to discharge procedures and/or checklists.
- Assess post-acute goal achievement (e.g., PCP appointment completion rate, etc.)