Post Discharge Calls

Transitions of Care
Why are they important?

Research indicates that 1 in 5 patients are readmitted within 30 days of discharge.

Implications include:
- Increased cost to organization
- Decreased reimbursement
- Decreased patient satisfaction
- Malpractice claims
Current State

- Calls are inconsistent due to limited resource availability
- Inconsistent documentation
- Ineffective follow-up to patient concerns
- Below average NRC scores regarding post discharge care
- Duplication of efforts
Future State

- **Triple Aim**
  - Improve the patient experience
  - Improve quality and outcome
  - Improve efficiency of post d/c transition

- **Additional benefit**
  - Reduction of 80% of post discharge calls
  - Improved reporting for floor specific metrics
Illuminate Program

- Automated calls will be made 24 hours post discharge.
- Calls will be conducted between 1100-1300 Monday through Friday.
- If no contact is made 24 hours post discharge, subsequent calls will be made 48 hours and 72 hours post discharge.
Questions

- Compared to yesterday, would you say your health is better, worse, or about the same?
- Do you have any questions about your medications?
- Do you have any questions about what to do now that you’ve left the facility?
- Were you satisfied with the care you received at the facility?
- Have you made a follow-up appointment with your doctor?
- Would you like someone from the facility to call you for any reason?
- We like to recognize any employee or doctor who did an excellent job for you while you were at the facility. Is there anyone you would like to identify?
Follow Up Call

- If a negative response is given to the automated service, an alert is generated through the Illuminate software, resulting in a live call-back.
- The Transitions of Care Service will be responsible for monitoring the alerts on a daily basis, and documenting in the EMR.
Transitions of Care Scope

- Conduct post discharge calls
- Identify trends for patient alerts and communicate with acute management
- Resolve issues/concerns identified by patients
- Work collaboratively with post acute providers for a smooth transition
To make sure you are OK after you leave the hospital, you will receive an automated phone call at home. It will only take about 2 minutes to answer “yes” or “no.” If you have any questions or concerns, you will be able to have someone from the hospital call you back. Please answer this call from University Hospital. We really care about you and sincerely thank you for trusting us with your healthcare needs.
Our nurses and other healthcare workers are essential to educating and preparing patients **before and at time of discharge** to anticipate the call from the hospital.
Questions