

# Reducing Potentially Preventable Readmissions (PPRs)

# **Top Evidence-Based Strategies**

### **Enhanced Admission Assessment**

Conduct an enhanced admission assessment of discharge needs and begin discharge planning upon admission.

#### **Readmission Risk Assessment**

Conduct a formal readmission risk assessment. Align interventions to patient's needs and risk stratification level.

#### **Enhanced Medication Reconciliation**

Perform medication reconciliation at time of admission, changes in level of care, and at time of discharge.

## **Comprehensive Patient Education**

Provide patient education that is culturally sensitive and incorporates health literacy concepts. Include information on diagnosis and symptom management, medications, and post-discharge care needs.

## **Caregiver Identification/Engagement**

Identify primary caregiver, if not the patient, and include him/her in education and discharge planning.

#### **Teach-Back Method**

Use teach-back to validate patient and caregiver's understanding.

## **Post-Discharge Follow-Up Appointments**

Before discharge, schedule follow-up medical appointments and arrange for post-discharge tests/labs. For patients without a primary care physician (PCP), work with health plans, Medicaid agencies, and other safety-net programs to link patient to PCP.

# Post-Discharge Follow-Up Calls

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 appointment, etc.

# **Timely Discharge Summaries**

Send discharge summary and after-hospital care plan to the primary care provider within 24 to 48 hours of discharge.

#### **Collaboration with Downstream Providers**

Collaborate with post-acute care and community-based providers to ensure continuity of care.

Source: Health Research & Educational Trust. Preventable Readmissions Change Package: 2015 Update. Chicago, IL. Health Research & Educational Trust. Dec 2015. https://www.aha.org/sites/default/files/hiin/HRETHEN\_ChangePackage\_Readmissions.pdf

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