



Strategy Tree Sample

Goal: By the end of Quarter 4 of 2022, reduce readmissions among super-utilizers from the 28 percent baseline rate to 23 percent.

Strategy: Implement teach-back training and ensure the use of teach-back for super-utilizers.

Tactics	Tasks	Who and When	Resources Needed
1. Provide education to RN and CM staff regarding identification of super-utilizer patients.	<ul style="list-style-type: none"> A. Develop education on super utilizers. B. Provide education at an all-staff meeting. C. Provide research related to super utilizers and readmissions. 	<ul style="list-style-type: none"> A. Sally— 9/30 B. Joe—10/16 C. Mary—10/15 	<ul style="list-style-type: none"> • Characteristics of Super Utilizer PowerPoint
2. Develop and implement teach-back training.	<ul style="list-style-type: none"> A. Create training materials (agenda, slides, handouts, role play scenarios, evaluation, etc.). B. Schedule training dates/times. C. Print flyers and create messaging to promote training to staff. 	<ul style="list-style-type: none"> A. Mark—10/10 B. Mary—9/25 C. Brenda—9/30 	<ul style="list-style-type: none"> • Teach-back training slides • Teach-back starter sentences and pocket guides • Plain language handout • Health Services Advisory Group (HSAG) teach-back flyers
3. Observe three staff members per shift providing discharge education.	<ul style="list-style-type: none"> A. Identify observation tool. B. Assign a CM and RN to observe 3 staff members per shift. C. Collect TB observations and evaluate key findings. 	<ul style="list-style-type: none"> • Sally—10/10 • Joe—10/20 • Mary—10/30 	<ul style="list-style-type: none"> • HSAG teach-back competency check list
4. Conduct monthly trending of super utilizers in the emergency department.	<ul style="list-style-type: none"> A. Perform weekly audits. B. Make follow-up calls to patients to evaluate patient understanding. 	<ul style="list-style-type: none"> A. Sally—COB Friday every week B. Brenda—11/15 	