

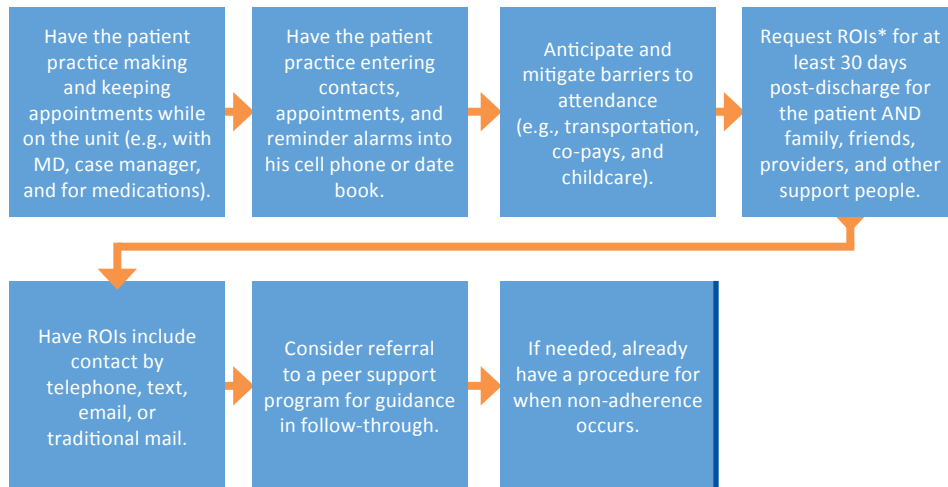
Top 10 Intervention Series:

Reducing Inpatient Psychiatric Readmissions

The fourth of a 10-part monthly series brought to you by Health Services Advisory Group (HSAG)

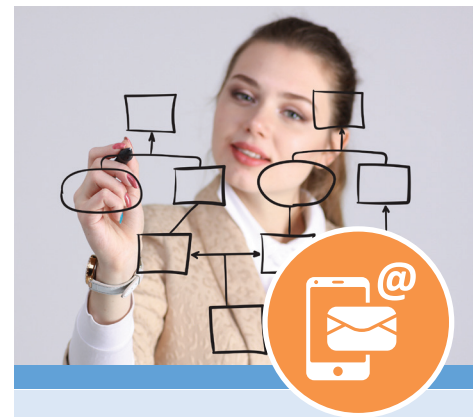
HSAG is spotlighting the 10 practices identified in *Reducing Behavioral Health Readmissions: Strategies and Lessons Learned*.¹ Hospitals using a variety of readmission reduction interventions endorsed **these top 10 practices** as **very important** or **critical** for reducing readmissions.

Because it is challenging to predict which patients will follow through with aftercare or not, implement these ideas with all patients while they are still inpatient to increase the likelihood of post-discharge success.



TRY THIS TIP: When completing follow-up telephone calls or texts, change the telephone settings to identify the actual caller/facility rather than having “restricted” or “unknown” appear as the caller.

For more information, read
**Reducing Behavioral Health Readmissions:
Strategies and Lessons Learned** at
<https://goo.gl/fo0sWr>



Intervention #4

Have a specific procedure for follow-up with clients not adherent to aftercare.

- Complete initial follow-up telephone call (Intervention #1).²
- Contact outpatient providers to confirm patient’s attendance to follow-up appointments.
- If needed, reach out to the patient’s personal/professional supports to inquire about missed appointments.
- Assess the situation and assist with an alternative follow-up plan.
- If concerned for a patient’s well-being, seek intervention from:
 - Patient’s support system
 - Outpatient providers
 - Crisis resources
 - 911
- Document your efforts.

For questions, please contact:
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Look for Intervention #5 Coming in September!

* ROI—Release of Information signed by the patient or the patient’s legal guardian
1. The Office of Mental Health in New York. 2. To view and consider interventions 1 through 3 please visit www.hsag.com/bh-resources