



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/hijn/HRETHEN_ChangePackage_Readmissions.pdf