

Top 10 Intervention Series:

#5 Reducing Inpatient Psychiatric Readmissions

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.

In addition to your post-discharge follow-up telephone call to the patient, contacting anyone associated with the patient's aftercare plan can help reduce readmissions. In making these calls, you will be able to estimate if the patient is receiving appropriate support to maintain stability or if other intervention efforts should be initiated.**

TIPS:

- 1. Get Telephones:** Utilize no-cost telephone programs. Most people on disability, Medicaid or receiving food stamps will likely qualify. One federal program is: www.safelinkwireless.com.
- 2. Get Prepared:** Assist the patient with entering contact information for providers, appointments and reminder alarms into his telephone.
- 3. Get Permission:** Ask the patient to sign ROIs* for himself, other providers, family and friends for at least 30 days' post-discharge; include contact by telephone, text, email or traditional mail.
- 4. Get Known:** Before making any follow-up calls, change the telephone settings to identify the actual caller/facility rather than having "restricted" or "unknown" appear as the caller.



Intervention #5

Conduct a follow-up telephone call to anyone associated with the patient's aftercare plan:

- Family
- Friends
- Caregivers
- Primary Care Physician
- Outpatient Behavioral Health Providers

Use this call to:

- Ask how the patient is doing
- Inquire about attendance and outcome of post-discharge appointments
- Confirm the aftercare plan
- Offer additional insight or resources
- Answer questions

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

For questions, please contact:
Dennette Janus, MA, LPC
Quality Improvement Specialist
✉ djanus@hsag.com
☎ 602.801.6958

Look for Intervention #6 Coming in October!

1. The Office of Mental Health in New York. *ROI—Release of Information signed by the patient or the patient's legal guardian.

** An intentional focused telephone call to the patient, by someone known to the patient, was rated as the most effective readmission reduction intervention and was shared in Intervention #1. To view and consider interventions 1 through 4 please visit www.hsag.com/bh-resources.