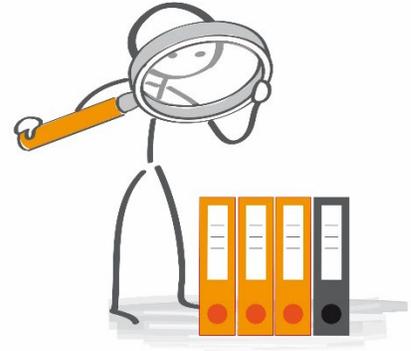


# Tools to Support Gap Analysis

Conducting chart reviews and interviews of patients who have recently been readmitted will aid the facility in identifying factors contributing to gaps or deviations from care standards that may have occurred. This helps in the discovery of the actual cause of the patient’s readmission. Utilizing these reviews to track and trend occurrences will define common themes. Once these themes have been identified, strategies may be put in place to mitigate risk.



## Overview of Resources

Form	Purpose	Rationale	Page
“Five Whys” Tool for Root Cause Analysis (Completed template included)	This guide will aid in identifying the root cause of the problem leading to preventable readmissions.	This process uses an interactive technique to explore the cause and effect of a problem. Since issues may have several causes, this tool allows deeper investigation to the root of the issue.	3.1 3.2
7-Day Readmission Chart Audit Tool and Instructions	This document will guide the organization in conducting routine evaluations of 0- to 7-day readmitted patients.	Readmissions within the first 7 days of discharge are often linked to failures in care transitions. Identifying gaps in this population is essential in preventing future readmissions.	3.3
Readmission Patient Interview Tool	This document guides the healthcare professional in conducting a comprehensive interview of the patient, family member or care team following a readmission.	Identifying the patient’s perspective awards the healthcare provider with aspects associated with the readmission that may not be found or extracted from the medical record. Addressing these issues moves toward successful care transitions in the future.	3.4

Find more care coordination resources at:

[www.hsag.com/hqic-readmissions](http://www.hsag.com/hqic-readmissions)