Top 10 Intervention Series:

Reducing Inpatient Psychiatric Readmissions

The first 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. The article cites: “A key lesson learned is that a portfolio of mutually reinforcing interventions is needed to achieve project impact, and success depends more on robust implementation than on choice of any 1 intervention.”

Surveys from numerous hospitals utilizing a variety of readmission reduction interventions endorsed these top 10 practices as very important or critical for reducing readmissions.

Consider these risk factors for enhanced discharge planning:

- **Psychosocial and socio-economic stressors**: assess, anticipate and specifically address these needs as well as behavioral health needs.
- **The two weeks following discharge**: the majority of readmissions occur within 2 weeks of discharge: strategize for at least 2 weeks of follow-up/structure.
- **Dual eligible patients**: Patients having both Medicare and Medicaid typically have a higher readmission rate.
- **Substance Use/Relapse**: Strategize intensive support to help maintain sobriety.
- **AMA* Patients**: Arizona data indicate that patients who discharge AMA readmit over 40 percent of the time and nearly 100 percent of those readmissions occur within 2 weeks of discharge.

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

**Intervention #1**

What was rated as the most important intervention?

A post-discharge follow-up phone call to the client or caregiver by someone known to the patient.

Using the teach-back method of confirming understanding**, this call is more than a reminder call or an attempt at contact.

It is to:

- Occur 24–48 hours after discharge
- Assess clinical status
- Reinforce the discharge plan
- Review medications
- Answer questions
- Offer other resources

For questions, please contact:

Dennette Janus, MA, LPC
Quality Improvement Specialist

джанус@hsag.com
602.801.6958

Look for Intervention #2 Coming in June!