**Project Title: Readmission Reduction**

**Date: June 2013**

**Hospital Name: Chino Valley Medical Center**

**State: California**

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**Aim Statement**

**Aim:** Reduce all-cause readmission rate from 2011 baseline of 12.4% to 7.4% by December 2013.

**Why is this project important?**

This project is important as preventable readmissions are dissatisfiers for patients and increase hospital costs. A 2009 NEJM article found that 20% of hospitalized Medicare patients are readmitted within 30 days of discharge.

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**Run Charts**

- Call back at risk pts post-discharge
- MDT rounding w/ MDs
- Standardized discharge instructions
- Follow up phone calls for pts discharged on weekends
- Discharge Office: Discharge Office staff
- Discharge Office: Discharge Office stop
- ED trigger of Readmission
- Scripting for Discharge Office staff
- Discharge Office: Discharge Office stop
- ED trigger of Readmission

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**Lessons Learned**

- Project of this depth takes teamwork with the multidisciplinary team: IT, administration, nursing leadership, pharmacy, Performance Improvement, Medical staff and Case Management.
- Change takes time, persistence, and support.
- Utilizing a small focus group helped identify and define the action plans to present to the team for testing.

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**Recommendations and Next Steps**

Through small Tests of Change:

- Revision of the process at the current ‘Discharge Office’
- Revision of the post hospital call back interview questions as data is evaluated
- Transparency of data distribution and ongoing monitoring of the reduction of readmissions
- Revision of the medication reconciliation process (electronically) to be in lay terms, reduce redundant work for nurses/physicians
- Establish a process for FAXing discharge summary information regarding patient stay in the hospital to the PCP within 24 hours

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**Team Members**

- Case Management: Sue Montoya-Bell, LCSW
- Director Project Champion: Donna Young, RN, PI Director
- Angela Silva, RN, MST Director
- Sandra Moreno, RN, ICU Director
- Cheryl Gilliatt, RN, ED Director
- Jean Arriaga, RN, Clinical specialist with IT
- Nancy Dukes, Director of HIM
- Joseph Catalano, Pharmacy Director
- Dr. James Lally, CMO