

Review a minimum of 5 and a maximum of 10 medical records.

## Focus:

For this review, focus on the review of medical records of currently readmitted patients. You will need to review the index (first admission) medical record, along with the current readmission medical record. In addition, whenever possible, it is important to interview the patient to find out reasons for readmission in the patient's own words.

## Instructions:

When reviewing the medical record, if documentation is found for the process, mark “**Yes**” in the box. If documentation is not found for the process, mark “**No**”. If the process being reviewed is not applicable to the medical record, mark “**N/A**”. After completing the review of all records, note the rows with the highest number of “*No*” responses. This will identify priority focus areas for improvement.

**Note:** Do not spend more than 20-30 minutes per medical record.

# Readmissions Discovery Tool

## Medical Record Review

| Medical Record #   |  |  |  |  |  |  |  |  |  |  |
|--|--|--|--|--|--|--|--|--|--|--|
| Primary diagnosis. (index admission)   |  |  |  |  |  |  |  |  |  |  |
| Discharge disposition from index admission. (home, home health, SNF, etc.)   |  |  |  |  |  |  |  |  |  |  |
| # Days between discharge date and readmission date.  |  |  |  |  |  |  |  |  |  |  |
| Total # hospitalizations at this organization in last 12 months.   |  |  |  |  |  |  |  |  |  |  |
| Documentation that a medication list was provided to patient or caregiver at discharge.  |  |  |  |  |  |  |  |  |  |  |
| Information about the patient's condition was documented and provided to the next level of care receiver.<br>(Patient, Caregiver, Home Health, Primary Care Provider, SNF) |  |  |  |  |  |  |  |  |  |  |
| For patients with a comorbid behavioral health condition, a follow up appointment with a behavioral health provider is documented.   |  |  |  |  |  |  |  |  |  |  |
| For patients that require assistance from social services, a direct linkage documented instead of asking patient to self-navigate.   |  |  |  |  |  |  |  |  |  |  |
| The primary learner/caregiver is identified and documented in the medical record.  |  |  |  |  |  |  |  |  |  |  |
| Teach-back is documented when discharge education is provided.   |  |  |  |  |  |  |  |  |  |  |

# Readmissions Discovery Tool

| A customized care transitions plan was developed and documented in the medical record that includes: |  |  |  |  |  |  |  |  |  |  |
|--|--|--|--|--|--|--|--|--|--|--|
| information about obtaining and taking medications   |  |  |  |  |  |  |  |  |  |  |
| information about signs and symptoms and what to do if they occur                                    |  |  |  |  |  |  |  |  |  |  |
| plan for follow-up appointments  |  |  |  |  |  |  |  |  |  |  |
| plan for transportation to get to the follow-up appointments   |  |  |  |  |  |  |  |  |  |  |
| follow-up labs or tests, if applicable   |  |  |  |  |  |  |  |  |  |  |
| A post-discharge phone call is documented.   |  |  |  |  |  |  |  |  |  |  |
| A follow up appointment was scheduled and documented for patient.                                    |  |  |  |  |  |  |  |  |  |  |

# Readmissions Discovery Tool

## Patient Interviews

**Instructions for this section:** For the same medical records identified above, interview the patient while hospitalized during the readmission. Develop your own open-ended questions to pull information from the patient and caregiver in the most non-threatening way possible, while avoiding yes/no questions. The answers must come from the patient or caregiver's perspective in order to identify gaps in care transition planning for our patients.

| Medical Record #  |  |  |  |  |  |  |  |  |  |  |
|---|--|--|--|--|--|--|--|--|--|--|
| In patient's own words, reason for <b>index</b> admission   |  |  |  |  |  |  |  |  |  |  |
| In patient's own words, reason for readmission  |  |  |  |  |  |  |  |  |  |  |
| Was patient able to attend f/u appt? If no, why not?<br><i>"Tell me about your follow up appointment with Dr. X"</i>  |  |  |  |  |  |  |  |  |  |  |
| Did patient feel that something could have been done by the hospital either during the index admission or after discharge to prevent the readmission? <b>If yes, explain.</b>   |  |  |  |  |  |  |  |  |  |  |
| Did patient understand the instructions for discharge medications? If no, was this a contributing factor to the readmission? If yes, explain.<br><i>"Can you explain how you are to take your new medications and what they are for?"</i> |  |  |  |  |  |  |  |  |  |  |
| Was patient able to fill discharge prescriptions? If not, why?<br><i>"How did you get your prescription filled?"</i>  |  |  |  |  |  |  |  |  |  |  |
| Were any social determinants of health identified as contributing factors for the readmission during patient interview? <b>If yes, explain.</b>   |  |  |  |  |  |  |  |  |  |  |
| Other contributing factors to the readmission? <b>Please explain.</b>   |  |  |  |  |  |  |  |  |  |  |