



## Enrich Your Job and Boost HCAHPS Scores Research & Team Resources

### 8. I Really Don't Want to Come Back Here

Team Huddle Question:

**Clinical Staff Question:** Patti mentioned two things in this lesson: Dear Doctor/Dear Nurse Notes and Post-Discharge Calls. What is your take-away from this lesson? What should we do differently?

**Non-clinical Staff Question:** There is a deep human cost to hospital readmissions. Our ability to help patients successfully leave the hospital and not return is significant. What steps can our area take to help patients not return to the hospital?

Research:

Dartmouth Atlas Project, PerryUndem Research & Communications; Robert Wood Johnson Foundation. The revolving door: a report on U.S. hospital readmissions. <http://www.rwjf.org/en/library/research/2013/02/the-revolving-door--a-report-on-u-s--hospital-readmissions.html>. Published February 2013. Accessed May 13, 2015.

Issac T, Zaslavsky AM, Cleary PD, Landon BE. The relationship between patients' perception of care and measures of hospital quality and safety. *Health Services Research*. 2010;45(4):1024–1040. <http://www.ncbi.nlm.nih.gov/pmc/articles/PMC2910567/>. Accessed May 13, 2015.

PricewaterhouseCoopers' Health Research Institute. The price of excess: identifying waste in healthcare. <http://www.pwc.com/us/en/healthcare/publications/the-price-of-excess.jhtml>. Published 2008. Accessed May 13, 2015.

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