**PAPER CLIP—HOSPITAL READMISSION**

**Description:** A hospital readmission is an admission to an acute hospital within 30 days of a discharge from the same or another acute hospital. Readmissions may be either unplanned or planned. Unplanned readmissions are acute clinical events experienced by a patient that require urgent hospital management.

**Possible Cause:** Some unplanned readmissions are unavoidable. Some causes of avoidable readmissions may be due to poor transitional care planning. This involves poor planning with discharge information, coordination care and/or monitoring in the post-discharge period.

**Diagnostic Tests:** NA

**Conversation with Member:**

- **General opening such as:** “How are you feeling since you left the hospital? We noted you have been in the hospital several times in the last 30 days.

- **Offer information:** “Can we further discuss what needs you may have to help keep you out of the hospital and healthy?”

- **Get more specific:** NA

- **Lifestyle impacts & Medical Tx options:** We want to be assured you have a good follow-up with your Provider(s). Do you have another appointment or need help scheduling an appointment? If you have prescriptions—have they been filled or do you need any assistance? Do you know what medications you should be taking at this time and the frequency? Would you like to talk with a case manager (if the member is having issues)? Are there any other issues we may be able to help you with or do a referral for you?

- **Review the member’s plan of action:** “Based on this information you and I have shared, are you feeling O.K. with the assistance? Will you follow up with your provider(s) and take your medications as prescribed?

**National Standard:** Priority Gap for HEDIS & Stars

**References:**

- CMS.gov
- Agency for Healthcare Research and Quality
- ISCI-RARE project