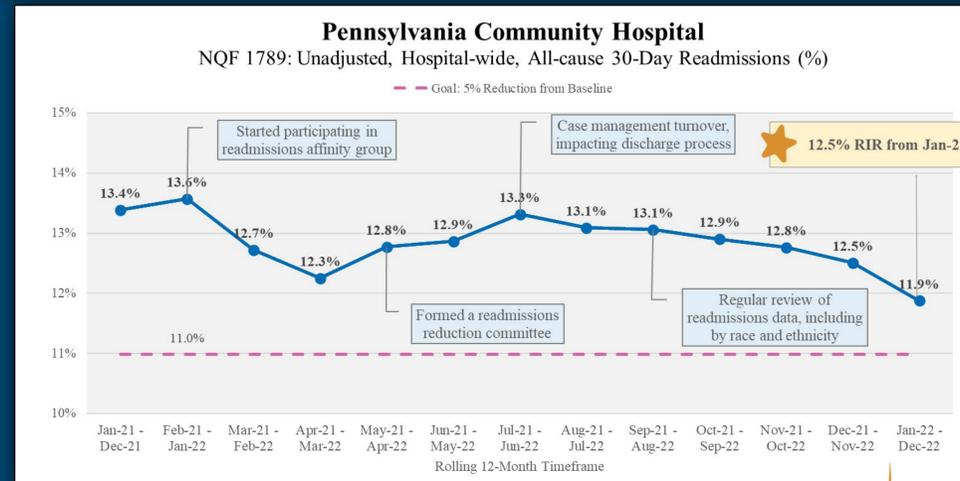
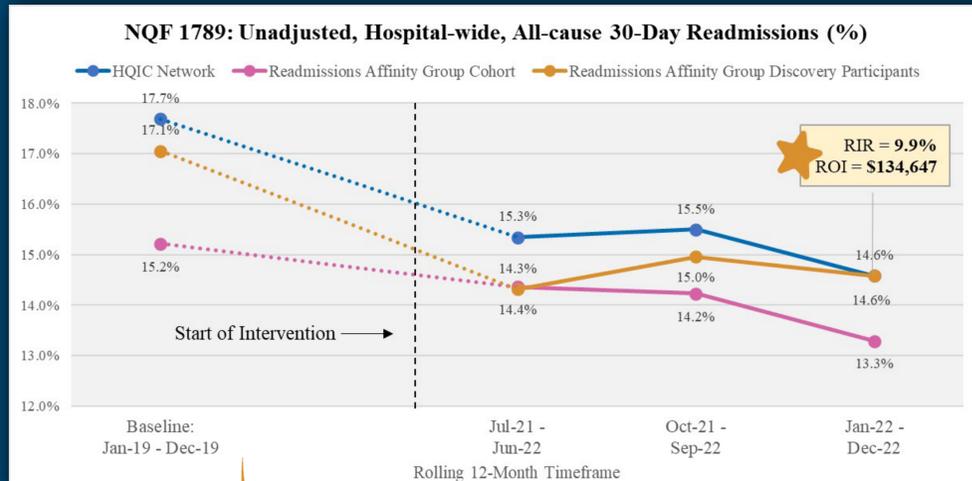


# Affinity Series Supports Continued Focus to Improve Readmission Efforts

Now more than ever, hospital teams recognize that delivering the right care in the right place is essential to preserve hospital capacity. Identifying and proactively discussing readmission risk factors to avoid readmission is a matter of safety, quality, equity and value for all hospitalized patients. HQI hosted a 10-part series from January 2022 through May 2022. This series featured interactive sessions designed to deliver bite-sized, practical, feasible and effective readmission reduction strategies. Early results and feedback indicate this series was successful in helping hospitals implement these strategies to reduce readmissions. The collaboration with other hospitals who shared challenges and successes helped drive sustainability for readmissions efforts.



Readmission rates for affinity group participants decreased consistently each quarter after the series began, as indicated by the pink line when compared to the blue line of the HQIC network. Discovery Participants, in orange, consist of five HQI network hospitals who committed to applying identified readmissions strategies and sharing success and challenges throughout the five-month session period. Their rates are more variable due to the small number of hospitals and their volume of discharges. Overall RIR of affinity group participants was 9.9% with a savings of \$134,647.

This run chart is for a hospital that participated in the affinity group series, showing a 12.5% RIR in readmissions from the start of the series.

## Most Successful Strategies

- 1 Interviewing readmitted patients to understand why
- 2 Analyzing existing data to understand causes for readmissions
- 3 Forming a Readmissions Reduction Team
- 4 Setting readmissions reduction goals
- 5 Identifying existing people and resources to provide enhanced/improved care
- 6 Identifying post-discharge supportive services available to patients
- 7 Measuring the consistency of implementing a new improvement change
- 8 Identifying a pharmacist willing to do bedside medication review and teaching

# Reducing Readmissions

## Participant Comments

"One Bite at a Time—the Readmissions Affinity Group was great at breaking down steps into manageable chunks to gain success."

"It is a continuous process and it is something you have to constantly keep working on."

"The opportunity to participate in the Readmissions Affinity Group motivated our team to get back to work. During the pandemic we had halted all improvement teams because our staff and leaders were all providing patient care and working to sustain operations. Participating in the Readmissions Affinity Group was a great way to resume our work."

## Helpful Tools

**The Readmission Interview**

Use the questions to gather important information from patients and/or their caregivers why they returned to the Emergency Department or were readmitted to the hospital. You should be present when the patient is interviewed and encouraged to participate. By interviewing 10-25 patients to understand the patient and systems based root causes, Clinical or non-clinical staff can conduct the interviews.

**Light Tool**

Be ready! If you may have symptoms, act NOW!

**Yellow Zone**  
No action today. Call or see your doctor or nurse.

**Red Zone**  
Take action now! Call or see your doctor now!

**Resources**

1. Circle Back Video
2. Circle Back Tracking Template



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