

## Preventable Readmissions Top Ten Checklist

1. Develop a data-informed targeting strategy to identify target populations with higher than average rates of readmissions. Deliver enhanced readmission reduction strategies to these "target population" patients.
2. Identify root causes of readmissions based on interviewing patients, caregivers and providers. Prioritize your improvement strategies based on those that will address the root causes of readmissions among your patients.
3. Improve care transition processes for all patients, regardless of readmission risk. Refer to the proposed practices articulated in the proposed CMS Conditions of Participation for Discharge Planning.
4. Provide a customized transitional care plan for all patients.
5. Effectively communicate with patients and caregivers. Use translation services, teach-back, motivational interviewing and materials written in plain language.
6. Deliver enhanced readmission reduction services for your target populations based on their root causes of readmissions.
7. Design a high utilizer approach for patients with four or more admissions per year. Identify their "driver of utilization," and use care plans to improve care across settings.
8. Engage the emergency department as a new site of readmission reduction activities.
9. Collaborate with clinical, behavioral, and social service providers to improve cross-setting care processes for shared patient populations. Ensure you are aware of the services and supports that are available from other providers and agencies in your community.
10. Measure what you implement, driving to reliable delivery of improved processes.