



Transitions of Care: LEVERAGING THE 30-DAY WINDOW

Reduce emergency department visits and hospital readmissions by ensuring all partners and key stakeholders across the care continuum have resources and strategies to leverage the 30-day window effectively.

Read on for valuable tips for collaborating across the care continuum to manage this process effectively within your community.



Get Started:

1. Charter a small, time-limited workgroup of key stakeholders to develop a cross continuum process.
 - a. See pages 2-3 for a completed sample charter and a fillable charter for customization.
 - b. Consider emergency department care alerts.
 - c. Include processes for educating patients, care partners and health care agents prior to discharge on core components of the 30-day window, readmission risk factors and questions to ask when a change in condition occurs.
2. Review the Medicare Benefit Policy Manual for detailed information on the rule, exceptions and processes for anticipated deferred care.

Additional tools and resources to utilize during the 30-day post-discharge period to mitigate the risks of a return to an acute level of care

CMS 30-Day Readmission Window Medicare Benefit Policy Manual Section 8	Teach-Back AHRQ Teach-Back
Rehospitalization Risk Assessment AHS SNF Rehospitalization Risk Assessment	Advance Care Planning The Conversation Project
Post Discharge Follow Up Post Discharge Call Script Post -Discharge Text Messaging WORKS!	Warm Handoff AHRQ Warm Handoff
Emergency Department (ED) Care Alerts NY Health Exchange Statewide Patient Care Alerts Maryland Hospital Association ED Care Alerts	Engaging Patients and Care Partners AHS My Care Transition Plan AHS Zone Tools Decision Guide

Future State:

- Reduction in utilization of acute care resources
- Reduction in backlog of inpatient hospital beds
- Improved customer satisfaction
- Improved patient safety
- Increased ability of post-acute providers to accept direct admissions
- Patients receive the right care, in the right place, at the right time

Contact
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 for coaching support for your quality improvement initiatives to reduce preventable emergency department visits and rehospitalizations.