

# Readmission Reduction at Pella Regional Health Center

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## Metrics

Reduce readmissions to less than 3% of patients returning as an inpatient within 30 days of discharge.

## Objective

Reduce readmissions to any facility to <3% by identifying where readmissions are coming from and how we can prevent them.

## Background

The percent of readmissions at Pella Regional was not higher than the national average, however we saw potential to find patterns and reduce the number of patients coming back to our facility within 30 days.

## Actions Taken

We began our project by combing through past years' data to identify trends and find potential areas of improvement. From there, we shadowed nurses, case managers, a social worker, and a hospitalist in order to understand what a patient is experiencing and being educated on during the discharge process. Throughout the process we also participated in the ASPIRE+ To Reduce Readmissions webinar series. This helped guide us through the process of analyzing the data and taking the next steps.



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## Analysis

The data from past years' readmission did not provide us with a clear conclusion or pattern leading to one obvious solution to the problem. When shadowing the discharge process, we were also unable to pinpoint part of our procedure that could be contributing to readmissions. This led us to adopting the practice of readmission interviews. This process was detailed in the webinar series we participated in and it helped us develop a process that works well for our facility.

## Next Steps

The implementation steps for this project included the creation of the interview questions and standard work for the process that were shared at the readmissions meetings and are now standard practice. The clinic team has also begun a project to see how they can further assist the hospital side of our facility to increase the impact of our project.

