Patient-Centered Care

*Effective communication **interventions** at discharge correlate with lower readmission rates, higher adherence to treatment regimen, and higher patient satisfaction*

Financial factors

- Voucher medication programs:
  - **Institutional programs** (if available)
  - **Commercial** (e.g. GoodRx coupons)
- Confirm **medication coverage** (e.g. copays for DOAC medications)

Health literacy

- **Teach-Back** method
- **Language concordance** in discharge paperwork and instructions
- **Simplify materials** whenever possible

Housing

- Early **social work & case manager assistance** for resource sharing and safe discharge of undomiciled patients
- May require **shelter packet** before discharge at some institutions

Patient preferences & adherence

- **Cultural sensitivity** re: family involvement, etc.
- **Bedside medication delivery** (if available)

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Patient-Centered Care - Preventing Readmissions

*Effective **communication interventions** at discharge correlate with lower readmission rates, higher adherence to treatment regimen, and higher patient satisfaction*

Communication and Patient Education

- Specific points to **reiterate to the patient**:
  - New medications - name, dose, timing, and purpose
  - Inhaler technique
- Aspects of patient's care plan to reinforce to **prevent readmissions or negative outcomes**:
  - Ensure patient is aware of important follow-up appointments, expected symptoms, return precautions
- Provide **written handouts & instructions** in patient's preferred language and at appropriate literacy level (e.g.UpToDate patient education material)

Readmission Reduction Strategies

- What **strategies** can be employed to reduce readmissions tailored to this patient's needs?
  - Follow-up appointments scheduled prior to discharge
  - Within your system, there may be Transition of Care Team that can reach out to patients in various ways post-discharge to reduce risk of readmission; consider tapping into these resources if they exist

Fraze TK, Brewster AL, Lewis VA, Beidler LB, Murray GF, Colla CH. Prevalence of Screening for Food Insecurity, Housing Instability, Utility Needs, Transportation Needs, and Interpersonal Violence by US Physician Practices and Hospitals. JAMA Netw Open. 2019 Sep 4;2(9):e1911514. doi: 10.1001/jamanetworkopen.2019.11514. PMID: 31532515; PMCID: PMC6752088.

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