

Reducing Hospital Readmissions with Employee Engagement

A team of nurses and support staff significantly reduced patient hospital readmissions using a simple-to-use team engagement process to brainstorm and implement practical, low-cost solutions over a 60-day timeframe.



SITUATION With impending reimbursement policy changes, the VP of Clinical Operations for a regional hospital needed to respond quickly to a high rate of patient readmissions.

TEAM ENGAGEMENT STRATEGY A team of nurses and patient support staff were brought together to tackle the problem using **Rapid Action**, an “all in one” team engagement toolkit for accelerating results.

RAPID ACTION PROJECT CHARTER How can we design and implement a program to call all patients at home within 24 to 72 hours after discharge to check on their care and concerns and to anticipate and solve problems without the need for patient readmission to the hospital?

- SAMPLE SOLUTIONS IMPLEMENTED**
1. Consolidated planning and tracking for all post-discharge patient calls.
 2. Developed standard discharge call scripts modeled on best practices and tailored to differing patient situations.
 3. Designed visual “decision trees” to guide action during and after the call based on patient responses to standard questions.
 4. Implemented a tracking system to monitor performance trends, identify opportunities for improvement, and recognize employees for outstanding performance.

“*It’s amazing how big an impact a simple call to discharged patients can have on quality of care, readmissions, patient goodwill and even employee morale.*”

– PATIENT SUPPORT COORDINATOR

RAPID ACTION TEAM RESULTS

8
solutions tested and implemented

14%
reduction in readmission rate in year following implementation

75%
improvement in patient satisfaction rating on hospital follow-up

48 days
cycle time from team launch to wrap-up

RAPID ACTION FOR LEAN HEALTHCARE Reducing Hospital Readmissions with Employee Engagement



The “All in One” Team Engagement Toolkit for Accelerating Results



Prelaunch Planner



Action Accelerator



Scripted Meeting Guides



Quick Read Booklets



Idea Sorting, Prioritizing and Tracking Posters



e-Templates & Tools



LEARN MORE ABOUT RAPID ACTION FOR LEAN HEALTHCARE

Are you interested in accelerating results and increasing engagement from your organization's change management and continuous improvement initiatives? Take a look “inside the box” of the most reliable process available for rapid, team-based improvement.



Call 800.254.6805 or email to request@improvefaster.com to schedule a demo of the Rapid Action Toolkit.



For more information including Case Studies and White Papers please visit www.improvefaster.com.

Leap Technologies

Improve faster through better team engagement!

Since 1993, Leap Technologies has helped healthcare organizations get on the path to faster, more-affordable Lean deployment.

Organizations including Carle Foundation Hospital, HealthPartners, Genzyme, Novation and Pfizer have accelerated results from Lean initiatives by deploying Leap Team Engagement Toolkits to productively engage more leaders and employees in “the improvement game” while building the internal capability to achieve lasting gains.

For organizations looking for a faster, better and more-affordable way to leverage the power of Lean Healthcare, Leap Technologies is the resource of choice.