

Simple Conversation Improves Follow-Up Care

DEPARTMENT: Unit Assistants, Redwood City Medical Center (Northern California)

TOPIC: Service



WHAT THEY DID

To reduce costly and stressful patient readmissions, this UBT increased the percentage of follow-up appointments scheduled to take place within seven days of a patient's discharge from the hospital.

Before a patient is discharged, the unit assistants speak with members and their families about follow-up appointments and log the information in a notebook, so scheduling staff can book appointments at times most convenient for patients. The team's discharge practices have spread throughout the hospital.

RESULTS

Percentage of follow-up appointments that occur within seven days of discharge

31%
BEFORE

91%
AFTER

Percentage of follow-up appointments kept by patients

53%
BEFORE

86%
AFTER

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