**Patient Readmission Interview Tool**

A readmission interview offers an opportunity for the care team and for the patents and families/caregivers to share their perceptions about the hospitalization and post-discharge experience. Use these open-ended questions as a springboard for discussion, and as a way of identifying opportunities to improve the system and to engage the patient to be an active partner on his-her care team. This document serves as a guide only; depending on the interview, it may not be necessary to ask all the listed questions.

1. What prompted you to return to the hospital today?
2. The last time you were in the hospital, what arrangements were made for you when you went home?

| * Does not know
 | * Medical Equipment
 | * Medication assistance
 |
| --- | --- | --- |
| * Home Health
 | * Home IV Therapy
 | * Home Delivered Meals
 |
| * Nursing Home
 | * Hospice
 | * Homemaking/errand services
 |
| * Rehabilitation
 | * Follow-up appointments
 | * Transportation
 |
| * Personal care
 | * Other\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
 | * Other\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
 |

1. How did these arrangements meet your needs?

🞏 Needs not met 🞏 Somewhat 🞏 Needs met 🞏 Too much

1. Tell me about going home after being discharged from the hospital last time.
	1. Did you have any concerns about how to care for yourself at home? What were they?
	2. Did you have any questions about how to care for yourself? How were you able to get the questions answered?

* 1. Please tell me what you remember from your discharge instructions. (Can the patient teach back three critical self-care instructions?)
	2. Were there any care instructions that were confusing or difficult to do?

1. Were you able to see your doctor or the doctor’s nurse before you came back to the hospital?
* Yes. Which doctor (PCP or specialist) did you see? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* No. Why not? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
1. Were you able to obtain your new prescription? 🞏 Yes 🞏 No
	1. What problems did you experience?
	2. Do you have questions about medications at home compared to any new medications that were ordered upon discharge?
	3. Did you miss any medication doses or take more than the usual dose? (which medication [s])?
2. Describe your typical meals since you went home from the hospital.
3. Describe your caregiver need assistance in caring for you at home? What type of assistance would be helpful?
4. Is there any information that could have been given to you that may have helped prevent this hospital visit?

**Questions for Care Team Members**

1. What are your thoughts on why this patient was readmitted?
2. What information, if known to \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, might have allowed \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_to occur and possibly prevented readmission?
3. What other information do you think would have helped prevent this readmission?
4. Is there anything else that could have been done to prevent this readmission?
5. What, if any, are the opportunities for improvement?

This material was prepared by the Great Plains Quality Innovation Network, the Medicare Quality Improvement Organization for Kansas, Nebraska, North Dakota and South Dakota, under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services. The contents presented do not necessarily reflect CMS policy. 11S0W-GPQIN-ND-C3-265/0419