



Tennessee Center for Patient Safety 2019 Readmissions Reduction Workshop

This workshop is designed to help hospitals develop a data-informed approach to readmission reduction in the general and high-risk patient population, improve care transitions, identify social determinants of health and identify key community partners.

8:30 Registration

9:00 Welcome and Introductions

9:15 Using Data and Root Cause Analysis in Readmissions Reduction

Didactic and small group table work to first learn about the process for identifying the target population and then identifying local patient needs, followed by an opportunity to put that knowledge to work utilizing data tools and resources.

10:15 Improving Standard Hospital-Based Transitional Care

- Didactic and small group table work to identify bright spots and opportunities for organizations in attendance. Peer sharing and learning about:
 - Social determinants of health and health literacy
 - Identifying what matters to patients
 - Risk assessments for high risk patients
 - Timely, effective post discharge follow up

11:15 Break

11:30 Delivering Enhanced Services

- Didactic presentation followed by small group table work and larger group peer sharing to identify bright spots and opportunities related to:
 - Disease specific programs
 - Palliative care
 - Pharmacy interventions
 - Care management for complex patients
 - Emergency department pause

12:30 Lunch

1:15 Collaboration with Providers and Agencies Across the Continuum

- Didactic and peer sharing session related to identifying the clinical, behavioral, social and community-based organizations that share your patient population, as well as providing a mechanism for collaboration and meeting/sharing of ideas and challenges

2:00 Readmissions Reduction Action Plan

- Focused session to assist attendees to develop an action plan for the prevention of readmissions locally with both immediate and long-range plans.

3:00 Report Out and Q&A

3:30 Adjourn