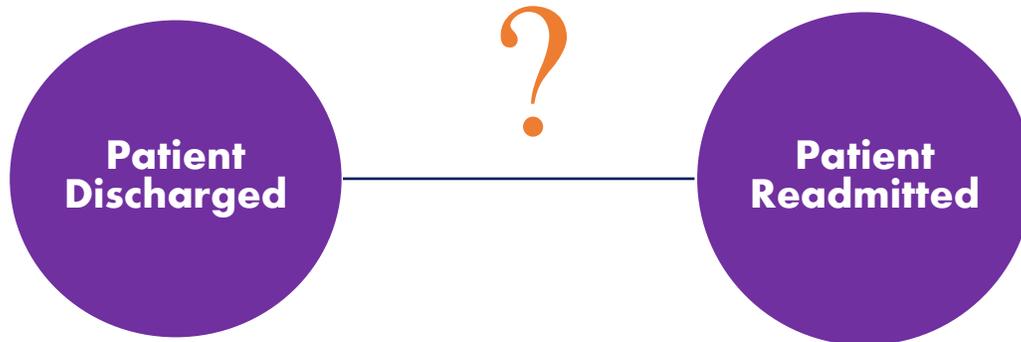


Highlighting Tool 2: The Readmission Interview



Tool 2 is all about getting more information behind the numbers. We focus on, as Dr. Boutwell says, the “story behind the story” of each patient’s experience at your site. A readmission interview will provide the perspective of the patient/caregiver and the causes behind the readmissions.

The readmission interviews are often considered a long process, but the goal is to take about 5-10 minutes for each patient interview. It is so important to acquire information between the time of discharge and time of readmission in order to provide the best care in the future. If you’re focusing on Medicaid readmissions, make sure to conduct interviews from at least 5 Medicaid patients and 5 caregivers. At least 5 – 20 interviews should be conducted.

You can access this tool online on the website: [Tool 2 Readmission Review](#) which provides a sample script, interview questions, and how to do a root-cause analysis after the interviews.