Research shows that when you match good discharge communication with a post-visit call home, the clinical impact for patients is unmatched. In one study, adding a post-visit phone call to well executed discharge instructions resulted in a 74 percent reduction in 30-day readmissions post-discharge for heart failure patients, an overall readmission rate of just 5 percent, and a 43 percent improvement in patient satisfaction.

Figure 4.3
Reduce Readmissions

Patients who received a post-visit phone call at this South Carolina academic medical center within 72 hours after discharge had lower readmission rates.