### Preventable Readmissions Top Ten Checklist

1. **Develop a data-informed targeting strategy to identify target populations with higher than average rates of readmissions.** Deliver enhanced readmission reduction strategies to these “target population” patients.

2. **Identify root causes of readmissions based on interviewing patients, caregivers and providers.** Prioritize your improvement strategies based on those that will address the root causes of readmissions among your patients.

3. **Improve care transition processes for all patients, regardless of readmission risk.** Refer to the proposed practices articulated in the proposed CMS Conditions of Participation for Discharge Planning.

4. **Provide a customized transitional care plan for all patients.**

5. **Effectively communicate with patients and caregivers.** Use translation services, teach-back, motivational interviewing and materials written in plain language.

6. **Deliver enhanced readmission reduction services for your target populations based on their root causes of readmissions.**

7. **Design a high utilizer approach for patients with four or more admissions per year.** Identify their “driver of utilization,” and use care plans to improve care across settings.

8. **Engage the emergency department as a new site of readmission reduction activities.**

9. **Collaborate with clinical, behavioral, and social service providers to improve cross-setting care processes for shared patient populations.** Ensure you are aware of the services and supports that are available from other providers and agencies in your community.

10. **Measure what you implement, driving to reliable delivery of improved processes.**