



Readmissions Action Team In-Person Meeting Wednesday, June 4, 2014, 8:30am-2:30pm

Dial-In

Follow the instructions below 15 minutes prior to the scheduled start time.

1. Direct your web browser to the following URL: <http://nqf.commpartners.com>.
2. Under “Enter a meeting,” type in the meeting number **473179** and click on “Enter.”
3. In the “Display Name” field, type in your first and last name and click on “Enter Meeting.” Audio will be transmitted through your computer speakers.
4. If you need technical assistance during the meeting, please send an email to: nqf@commpartners.com.

Objectives

Achieve the goals of action pathway by:

- Identifying resources and barriers to reducing hospital readmissions by identifying and addressing psychosocial needs), and
- Committing to specific action steps – as individual, organizations and a group – to reach this goal through one or more strategies of systems improvement, collaboration, and patient and family engagement.

Agenda

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| 8:30am | Breakfast (compliments of National Quality Forum) |
| 9:00am | Opening and Review of Readmissions Action Team Progress to Date
<i>Lois Cross, Action Team Chair</i> <ul style="list-style-type: none">• Welcome and introductions• Review of the day’s objectives and agenda• Review of the action pathway• Timeframe of the action team; final action pathway report to be completed by July 31 |
| 9:20am | Icebreaker
<i>Lois Cross</i> <ul style="list-style-type: none">• Icebreaker exercise – Partnering to achieve our commitments |
| 9:50am | The Importance of Psychosocial Needs: Narrative Case Study
<i>Lois Cross</i> <ul style="list-style-type: none">• Participants read a brief narrative and discuss in pairs or trios:<ul style="list-style-type: none">○ What are this patient’s psychosocial needs? Which are addressed, which are not? |

- Is this patient receiving patient-centered care? Why or why not?
- What are the main barriers facing this patient? The health care providers? The hospital system? The patients' family, friends and employer?
- Large group reconvenes to briefly share insights

10:50am Morning Break

11:05am Asset Mapping Activity

Lois Cross

- Overview of the activity
- In small groups, participants discuss (and fill out worksheets) about their actions:
 - **What** is the action?
 - **Who** will complete the action? **Who** will partner?
 - **What** barrier(s) will this action address?
 - **When** will this action be completed (i.e., Month, Year)
 - **How** will this be measured?

12:15pm Lunch (compliments of National Quality Forum)

12:45pm Asset Mapping Activity (cont.)

1:15pm Asset Mapping Activity Report Out

Lois Cross

- Each small group reports back to the large group about their actions, and places them on the sticky wall with explanation (why did you choose this action?)

2:15pm Next steps

Lois Cross

- Participants commit to specific next steps, to be completed before the next action team phone call
- Listing of next steps (to be distributed in forthcoming meeting summary)

2:30pm Adjourn