

Improving Nursing Home Discharges Back to the Community: Toolkit

Updated February 2019

This guide includes a range of tools and resources to enhance your current discharge process. All materials were developed from three main evidence-based resources, and adapted to the nursing home care setting:

- Agency for Healthcare Research and Quality (AHRQ), Project RED (Re-Engineered Discharge)
- Coleman Transitions Intervention Model®
- Gap analysis of participating nursing homes' current discharge processes

All materials are meant to enhance your current process by using evidence-based materials that have been shown to improve patient discharge outcomes and reduce readmissions.

Tool	How to Use	File Name
Process Map for Re-Engineered Discharge for Skilled Nursing Facilities	Informational	Process Map
Overview Process/ Roles Re-Engineered Discharge for Skilled Nursing Facilities	Use this as a reference to identify who in your organization will be responsible for each task.	Overview Process Roles
ASAP and VNA Referral Workflow	Use as a guide to refer patient to community services and support.	ASAP VNA Referral Workflow

Understanding and Enhancing Role of Caregivers	Read for suggestions on identifying appropriate caregivers	Understanding Enhancing Caregiver Role
Assessment Tool for Caregivers	Give to identified caregivers to assess their capacity	Assessing Family Caregivers
What Do I Need as a Family Caregiver	Another resource for identified caregivers.	What Do I Need Family Caregiver
RED Discharge Preparation Workbook – Nursing Home to Community	All elements should be included in discharge prep process. Facilities may use this tool or use it to guide for existing process.	Discharge Prep Workbook
Re-Engineered Discharge for Skilled Nursing Facilities Checklist	Please complete one copy for each patient 1. Complete 1 for each pt 2. Review 7-10 days prior to discharge 3. Review again at discharge 4. Send home with pt	Pt Level RED Checklist
Sample Script: Post Discharge Follow-Up Phone Calls	Use as reference to obtain the information needed on this call	Script Fol Phone Call 2Day
Sample Tracking: Post Discharge Follow-Up Phone Calls (2 day)	Tool to track phone call attempts and responses	2dayCall Followup
Sample Tracking: Post Discharge Follow-Up Phone Calls (30 day)	Tool to track phone call attempts and responses	30dayCall Followup
Portal Guide	Workflow management and data entry tool	Portal Guide
Case Studies	Sample case studies to review and discuss if desired	Case Studies
Moderator Guide	To assist with facilitating case study review	Moderator Guide