

The Readmission Interview

Use these five questions to gather important information from patients and/or their caregivers regarding why they returned to the Emergency Department or were readmitted to the hospital. The caregiver should be present when the patient is interviewed and encouraged to participate. Get started by interviewing 10 to 25 patients to understand the patient and systems-based root causes of readmissions. Clinical or non-clinical staff can conduct the interviews.

- 1. When did you notice something was wrong or that you were starting to have a problem? or What happened between the day you were discharged and the point you decided to return to the ED?**
- 2. How long did this go on?**
- 3. What did you do once you realized there was a problem?**
- 4. Who did you involve for help?**
- 5. Why did you – or someone else – decide you should go to the ED?**