

## Background & Purpose



TCM interventions **improves** quality of life, patient satisfaction and financial health

### PROGRAM EVALUATION

? Impact of **48-hour** Post Discharge Call (PDC)




Connection with PCP

30-day readmission rate

## Methods

### POPULATION

Discharged with **heart failure** diagnosis (N=350) 



Population Health Nurses (N=8)

Setting:  
**Academic Medical Center**  
in Chicago, IL

### INTERVENTION



3-month span



TCM **script review** completed

## Findings



**36%** increase in post-discharge calls



**100%** of patients with PDC had scheduled and completed appointments



Opportunity to **strengthen partnerships** with already existing programs



Explore effectiveness of TCM on **other patient populations**

**Summary :** TCM calls are valuable in connecting patients with providers in a timely manner. Getting patients connected to a nurse immediately after discharge can improve their chances of completing a post-discharge appointment