Figure 2

Summary of Surveys, Alerts, and Readmissions

- 5,224 surveys performed using technology (2,627 unique patients)
- 1,202 alerts generated by the technology in response to submitted surveys
  - 31 alerts that did not have any response from nurse care manager
  - 105 alerts could not be reconciled between administrative data and Care at Hand data
- 1,064 alerts had response from nurse care manager
  - 242 care management episodes followed by subsequent readmission within 30 days of hospital discharge
  - 322 care management episodes with no subsequent readmission within 30 days of hospital discharge
  - 567 episodes had a subsequent Care at Hand survey (average 11 days after prior survey)
  - 77 episodes had a readmission more than 30 days after the hospital discharge (average 141 post-discharge)
  - 19 episodes had a subsequent readmission for an observation stay within 30 days of hospital discharge
  - 139 episodes were the last touch point in the transition program (average 26 days post-discharge)