

Transitional Care: Home Health Aide Action Steps to Reduce Hospitalization

Every Patient, Every Visit, First Thing

- Ask the patient how they are feeling
- Ask the patient how was their night - were there any problems?
- Ask if they have any symptoms and refer to the patient action plan to see if their complaints require a call to the nurse.

Action Plan

- Ask the patient if they received a written action plan for calling their nurse or physician
If yes:
 - Remind the patient and caregiver about the action plan every visit
 - Report any signs or symptoms to the nurse.

Medication List

- Ask the patient if they took their medication for the day
- Call the nurse or team if any medications are missing/not taken/unusual reaction to medications reported/ observed
- Ask the patient if they have any questions for the nurse related to their medications
- Remind the patient to take their medication list to the appointment with MD
- Encourage the patient to write down their questions in preparation for the nurse's and MD's visits

Patient's stated goals

- Ask the patient what their goal is and the steps they are presently working on with the nurse or therapist.
- Ask the patient how you can help him/ her to achieve the goals
- Report to the nurse or the therapist if there is lack of progress toward the goals or any barriers (pain, emotional factors, financial issues) in achieving the goals
- Reinforce good practices with the patient and the family

Patient's appointment with MD

- Encourage the patient to write down their NON-emergent questions to the nurse, therapist or the doctor to be asked on the next nursing/medical appointment
- Ask the patient when is their next MD appointment
- Reinforce the importance of keeping the scheduled appointment
- Remind the patients about their upcoming appointments and to take their medications and medication list and list of concerns to that appointment
- Call the nurse or therapist if there are problems with patient getting to appointment