

Connect Transitions

CLIENT COMMUNICATION PACKAGE

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Introduction

Connect Transitions

Connect Transitions ensures that your discharge call program contacts 100% of patients within the critical initial 24-72 hours post-discharge. Through preference based communications and real-time alerting Connect Transitions enables organizations to identify and manage high risk patients to reduce readmissions, increase patient satisfaction, and support safe transitions.

Board of Directors Communication

To the Board of Directors,

We have partnered with Connect by National Research Corporation for outreach calls to patients discharged home from the <<Inpatient/ED>> setting, starting <<Date>>. Patients will receive a natural voice recognition follow-up call within 24-72 hours of discharge. The call takes approximately 2 minutes, and allows us to improve the patient experience through addressing any remaining service concerns or clinical questions after leaving our facility.

Any concerns identified trigger an alert from Connect to a <<Hospital>> Call Champion who personally returns a call for further resolution or triaging. This partnership is an example of our continued dedication toward ensuring our patients have an excellent care experience, and transition back home safely into our community, using best practices established within the healthcare industry.

Sincerely,

<<Name>>

<<Title>>

New Discharge Call Program at <<Hospital>>

<<Hospital>> has partnered with Connect by National Research Corporation starting <<Date>>. Connect is a patient discharge call program that supports hospitals in driving clinical and service recovery, and is a known industry best practice for readmissions prevention to help you in the immediate post discharge phase of the patient care continuum.

How the process works

Nurses educate patients about the Connect program as part of the hospital discharge process.

- The patient discharge packet will include a 1-page informational letter.
- The program includes patients discharged to home from units identified during implementation <<Insert Units>>.

Patients receive a call within 24-72 hours post discharge.

- Up to two additional attempts are made if patient does not answer.
- On third attempt, a message is left with the patient informing them of how to get in touch with the call program and complete the question set if they would like.

Calls take approximately 2 minutes, and allow us to improve the patient experience through addressing any remaining service concerns or clinical questions after leaving our facility.

Call information is triaged back to Hospital Nurse Champion if patient's responses trigger an 'alert.' If additional follow-up is needed a nurse from our hospital contacts the patient in follow-up to resolve their clinical and/or service concern.

Our results

Connect program results demonstrate a statistically significant impact to enhancing patients' experience and perception of care. The program enables our rapid resolution of any issues identified where we can coordinate additional needs with you and your staff if needed. Additionally, Connect participating hospitals receive benchmarking, real-time data reporting, and identification of industry discharge process best practices.

We look forward to partnering with you in this program as we continue to raise the bar on the quality of services provided to your patients.

Sincerely,

<<Name>>

President and Chief Executive Officer

Chief Nursing Officer Communication

I'm excited to announce that <<Hospital>> has partnered with Connect by National Research Corporation starting <<Date>>.

What is Connect?

Connect is a patient discharge outreach program that contacts discharged patients within 24-72 hours of leaving our hospital to identify those that are at high risk due to clinical or service related concerns. The first call is made to patients the day after discharge. If the patient is not reached, two subsequent attempts will be made—one call per day, for up to 3 days total. Our nurses are essential to educating patients about the call at time of discharge and at bedside.

Why partner with Connect?

We want to address any medication or follow-up care questions as quickly as possible. We also want to correct any customer service issues that patients may have experienced. Research indicates that rapid resolution of customer service inquiries and clinical follow-up items reduces unnecessary readmissions and improves patient satisfaction. The program also provides real-time reporting for improving our hospital processes.

Who makes the patient outreach calls?

Connect places an automated call with a natural female voice. The automated call lasts approximately 2 minutes.

How is the information from the Connect program used?

Program information is used in real-time to ensure a safe transition home for all patients and improve the patient experience. Additionally, reports can be run at the unit, multiple unit/department, and hospital levels to provide outcomes information about our patient discharge process.

We are excited to be partnering with Connect by National Research Corporation to continuously improve the patient experience, providing real-time reporting and recognition to our staff.

Please let me know if you have any questions regarding the Connect program.

<<Name>>

Chief Nursing Officer

Nurse Champion Communication

Congratulations!

You've been selected as a Connect Program Nurse Champion!

Connect is a patient post-discharge outreach program which identifies patients in need of rapid clinical/service recovery intervention. Through starting a post-discharge outreach call program with Connect, patients are more fully supported in being the center of their care and ensuring a transition to home safely.

The program also provides real-time reporting for outcomes and compliment reports, which are available at the unit, aggregated department, or hospital dashboard levels. These reports are auto-generated by the Connect system, and update in real-time, where no additional data crunching is required for the information you need, when you need it. Please watch for the Connect Overview training calendar for attending one of the Connect Overview training sessions prior to our Connect program go-live date tentatively scheduled as <<Insert>>.

Sincerely,

<<Name>>

<<Title>>

Patient Communication

IMPORTANT: Follow-up Phone Call Once You Arrive Home

Sometimes patients have questions after leaving a hospital, and that's why we call you at home. We want to make sure you're okay and answer any questions you may have.

About the Call

Within the next 3 days, you will receive a telephone call that we ask you answer.

The call is only about 2 minutes and is an outreach from our hospital to ensure you will be able to care for yourself safely without any questions once home. It's different than a patient survey that asks about patient satisfaction that you may receive at a later time.

We're Here to Listen

If you have new questions or concerns once home, we're here to listen, and we want to know how you are doing after you leave our hospital. Addressing any final care needs once you arrive home is important to us as a part of your partnering with us for your care.

Sincerely,

<<Name>>

Chief Nursing Officer

