



2014

Clinical quality corner

One of a series of tip sheets that look at key Healthcare Effectiveness Data and Information Set measures

Follow-up after hospitalization for mental illness (seven-day rate)

This HEDIS* measure examines the percentage of patients 6 years and older who were hospitalized for treatment of select mental illness diagnoses and who follow up with a mental health practitioner within seven days.

Follow-up includes one of the following:

- Outpatient visit
- Intensive outpatient encounter
- Partial hospitalization

Discharge planning and outpatient provider support are critical to achieving a successful follow-up after an acute hospitalization.

Here are some best practices we've identified:

- Discharge planning beginning upon admission, with discharge planners ensuring that appointments are scheduled within seven days
- Case management outreach to patients for assessment of possible barriers to a follow-up appointment and assistance if needed
- Reminder phone calls placed to patients before visits
- Providers working with hospitals to ensure access to visits within a specified timeframe

Did you know?

- In 2012, one in four Michigan residents surveyed reported being diagnosed in their lifetime with either anxiety or depression.
- Patients discharged after hospitalization for mental illness who do not receive follow-up are more likely to be re-hospitalized.
- Less than half of initial appointments after hospitalization are kept.

Tip

Coordination and member outreach are key to improving follow-up visit rates after hospitalization, lessening the chances of re-hospitalization.

*HEDIS is a registered trademark of the National Committee for Quality Assurance.