**Interventions and Best Practices to Ensure Effective Transitions**

**Build and Strengthen Relationships Across Care Settings**

* Develop care transition teams across care settings
  + Identify team members
* Schedule team meetings across organizations
  + Site visits
* Conduct case reviews

**Develop Standardized Processes for Communication and Information Transfer between Facilities**

* Maintain up-to-date contact lists; identify key staff across organizations
* Create a communication/information sharing process for hospital discharge to nursing home admission
* Create a communication and information exchange process for nursing home transfer to hospital emergency department
* Implement “warm” handoff and proactive outreach at discharge and transfer
* Conduct ongoing review of patient information and forms shared between facilities to ensure essential, actionable information is included
* Create a medication reconciliation process between facilities at hospital discharge
* Create a medication reconciliation process between facilities at nursing home transfer
* Create a process to address differences in medication formularies
* Use standardized transfer tool (e.g., INTERACT) to communicate between facilities

**Incorporate Patient, Family Members and Caregivers in Care Transitions**

* Discuss patient’s goals of care
* Discuss patient’s anticipated outcomes upon admission and transfer
* Discuss advance care planning needs of patients upon admission and transfer
* Continually inform and include patients, family, and caregivers in discussions about plan of care
* Collect information from patients, family, and caregivers on why a patient was transferred or readmitted to better understand reasons for readmission

**Identify specific tools that have been adopted:**

* Discharge planning
* Medication reconciliation
* Patient transfer
* Warm handoff between hospital and nursing home clinical staff
* Case reviews
* Advance care planning
* Communication between non-clinical staff and nurses within the hospital
* Communication between nurses and physicians within the hospital

\*Tools to address these interventions and best practices are contained in the *IMPACT* Toolkit.