To determine the effect of receiving a post-discharge telephone call on all-cause 30-day readmission to a short-term psychiatric facility.

**Introduction**

- Post-discharge phone calls have been shown to help reduce adverse events and decrease readmissions to the hospital.
- Post-discharge physician phone call programs implemented after psychiatric inpatient admission may have the potential to reduce 30-day readmission rates.
- We aimed to evaluate the effectiveness of telephone follow up for patients discharged from a short-term inpatient psychiatric hospital.

**Objective**

- To determine the effect of receiving a post-discharge telephone call on all-cause 30-day readmission to a short-term psychiatric facility.

**Design**

- Prospective observational study.

**Participants**

- Patients discharged from the psychiatric service at a community-based hospital between July 2019 to July 2020.

**Main Outcome and Measure**

- Primary outcome measured was the total percent readmission reduction.

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**Intervention**

- Patients received two phone call attempts by a physician 72 hours after discharge. A standard script to address issues related to readmission was designed and followed for all calls made.

- The total average readmission rate for all patients admitted to the STCF was 9.9% during the intervention year when compared to the previous year’s average of 13.3%, ($P = 0.004$).

**Results**

- The average 1-year readmission rate for those in the intervention group was 8.6% (95% CI 5.9% to 12.1%).

**Conclusion**

- The effectiveness of post-discharge phone calls positively impacts readmission rates to a community-based inpatient psychiatric care facility.

- Programs would benefit from improving their ability to perform phone outreach after discharge.