Title: Stopping the Revolving Door: Reducing 30-day Psychiatry Readmissions by Using Post-Discharge Telephone Follow-Up

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

Abstract: Post-discharge phone calls help reduce adverse events and decrease readmissions to the hospital. This prospective study sought to determine the effect of a post-discharge telephone call on 30-day readmission rates at a short-term inpatient psychiatric facility. Patients who were included in the study were adults that were English speaking, with some High School education, and met commitment criteria at their community psychiatric hospital. Participants received a telephone call between 3 and 14 days after discharge using a standard script. Three-hundred and forty-two (342) patients completed the study. Total readmissions were reduced by 3.4% (p = 0.004) during the time of the intervention when compared to those total readmissions using the standard discharge the year prior. Of those that received the telephone-care intervention, the average readmission rate was 8.6% (95% CI 5.9% to 12.1%). This study was ongoing during the peak months of the COVID-19 pandemic and to our knowledge; this is some of the first data on psychiatric readmissions during a pandemic. We conclude that systematic telephone follow-up may reduce readmission rates to an inpatient psychiatric care facility.