### Background & Purpose

TCM interventions improve quality of life, patient satisfaction and financial health.

### Connection with PCP

30-day readmission rate

### PROGRAM EVALUATION

Impact of 48-hour Post Discharge Call (PDC)

### Methods

**POPULATION**

- Discharged with **heart failure** diagnosis (N=350)
- Population Health Nurses (N=8)

**INTERVENTION**

- Setting: Academic Medical Center in Chicago, IL
- 3-month span
- TCM script review completed

### Findings

- **36%** increase in post-discharge calls
- **100%** of patients with PDC had scheduled and completed appointments
- Opportunity to **strengthen partnerships** with already existing programs
- Explore effectiveness of TCM on other patient populations

### Summary:

TCM calls are valuable in connecting patients with providers in a timely manner. Getting patients connected to a nurse immediately after discharge can improve their chances of completing a post-discharge appointment.