

A provider guide for increasing the chances that patients will go to after-care appointments and decrease hospital readmissions.

The Basics

- Transition appointments should be with a **Behavioral Health Provider**, this includes psychiatrists, master's level therapists, or BH advance practice nurses.
- Appointments should be at least 30 minutes in length and occur within 7 days of discharge, but no later than within 30 days of discharge.
- When possible, include the patient in setting up a transition appointment and use the “teach back” method to convey the importance of the appointment.
- Refer the patient and family to NAMI and SAMSHA for resources, education, and support. Visit: <https://www.nami.org> and <https://www.samhsa.gov/>

Treatment Plan

- Add “plan to attend transition appointment” to the Treatment Plan.
- If they've been readmitted, include “discuss cause of readmission with staff and how to avoid future re-admission” to the Treatment Plan.
- Give the patient a “prescription” with the transition appointment information, and repeat multiple times the date, time, and location of the appointment.
- Help schedule transportation to the transition appointment where needed.

Therapy Ideas: Solving Problems Before They Occur

- Start a **Transition Group** with patients to discuss:
 - ◊ What will happen when I leave the hospital? (living arrangements, condition management, etc.)
 - ◊ What kinds of issues or problems can I anticipate, and how will I deal with difficult situations or conflict?
 - ◊ Why is it important that I follow my Treatment Plan?
- Start a **Medication Group** led by a nurse to focus on:
 - ◊ The importance of taking their medication and what they are treating.
 - ◊ Questions about their medication.
 - ⇒ How and when to take the medications, and what to do about missed doses.
 - ⇒ How quickly does it take effect, and what to expect from side effects.
 - ⇒ How to get refills before they run out.
- Utilize an emergency action plan, or **Wellness Recovery Action Plan (WRAP)**. Training for WRAP facilitators is available at <http://www.dhs.state.il.us/page.aspx?item=36722>
- Utilize a family therapy session or meeting to gain familial support and help them understand the importance of following the Treatment Plan.

