

# Virtually Unstoppable: How Tele Discharge Coordinators Are Rewriting the Readmission Story One Med Rec at a Time

Virtua Health Enterprise Care Logistics

Jennifer Carmody MSN, RN , Samantha Laux BSN, RN, Kerri Scargill BSN, RN, FN-CSA



## Introduction

### Background

- Tele-Discharge Coordinators (TDC) leverage advanced technology to support clinical registered nurses (RNs) in facilitating virtual patient discharges.
- Responsibilities
  - Enhance novice nurse education,
  - Provide access to interpreter services
  - Educate patients and care partners.
- Routine chart audits revealed high 30-day readmission rates and a significant number of medication-related adverse events.
- Issues traced to inconsistent and inaccurate medication reconciliations performed during discharge
- Accurate Med Rec is a critical area for intervention

### Purpose

- Implement and evaluate effectiveness of a structured tele-discharge coordinator (TDC) process to ensure accurate medication reconciliation prior to patient discharge
- Goal - enhance the accuracy of the discharge medication list
- Improve patient and care partner understanding of medications
- Reduce preventable readmissions

### Framework:

- Initiative guided by the Iowa Model of EBP to promote quality care.
- Problem focused trigger-high readmission rates and medication discrepancies- prompted the informal formation of a multidisciplinary team
- Key stakeholders - TDCs, Clinical RNs, pharmacists, and providers.
- Team identified areas of intervention aimed at improving medication reconciliation accuracy and patient education at discharge

## Methods

### Interventions

- Concise review of the medication list prior to discharge education
- Review the dispense history
- Review home med list
- Speak directly with the patient on actual medications they are taking and
- Understand patient's knowledge of the medications to improve value of education
- TDC verifies the final medication list with the patient and care partner
- Clarify changes
- Provide individualized medication education.
  - Open ended questions and
  - Teach back methods to confirm understanding
  - Huddles are held daily to evaluate barriers and successes and
- Data monitored on patients that the TDC discharges and their readmission rates



## Results

Preliminary results for discharges by the Tele-Discharge Coordinators:

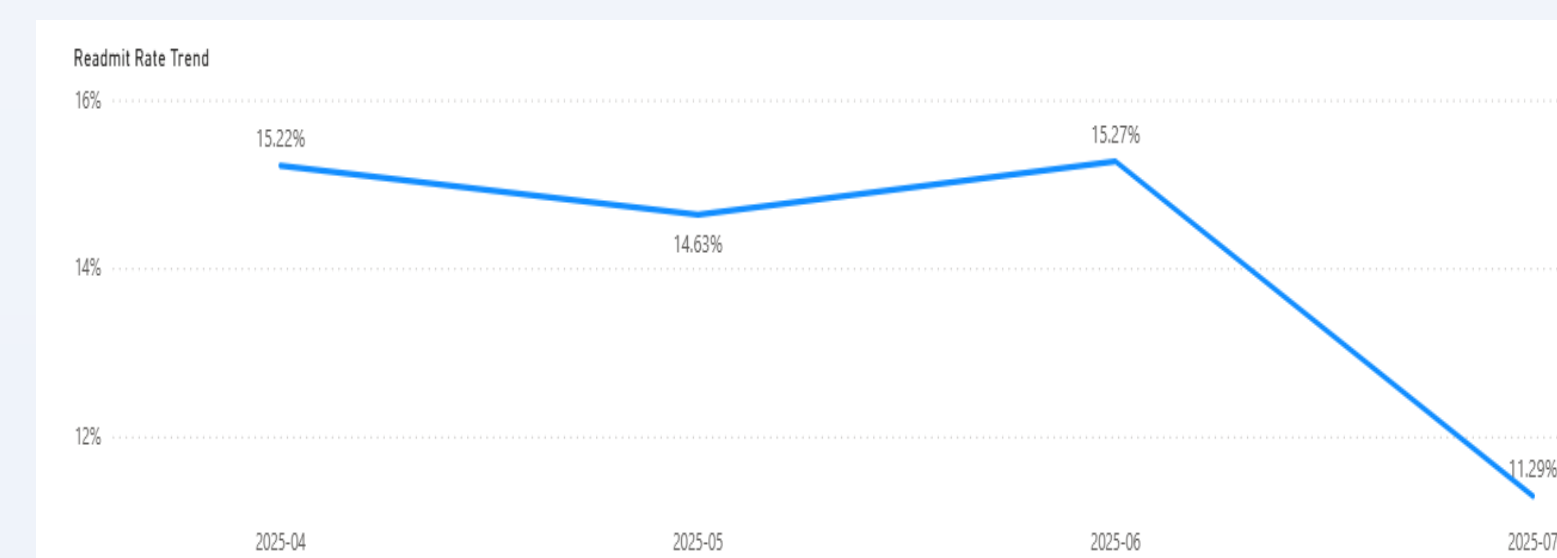
- 4/1/2025 through 7/31/2025 readmit rate is 13.92% in one of our divisions

Readmission rate for all cause readmissions in the organization:

- 16.6% - 25.7% among similar patients

### Readmission rates for TDC 2025

HOSP_ADMSN_YYYY_MM	Readmit_Rate
2025-04	15.22%
2025-05	14.63%
2025-06	15.27%
2025-07	11.29%



## Conclusions

- Iowa Model used to guide the development and implementation of a tele discharge coordination process proved effective in improving the accuracy of medication reconciliation and reducing hospital readmissions.
- Initiative highlights the value of virtual discharge coordination and structured interdisciplinary collaboration in enhancing patient safety and care transitions.
- Key components of ongoing success:
  - Continued education for RNs
  - Investment in technology
  - Integration of feedback from patients and care partners.



## References

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2. Oh EG, PhD, Lee HJ, PhD, Yang YL, PhD, Kim YM MSN (2021). Effectiveness of discharge education with the teach-back method on 30-day readmission: A systematic review. *Journal of Patient Safety*, 17(4), 305-310.