

Tracking discharge phone call results is integral to success. At the end of each day, a manager or charge nurse can review the tracking logs for trends and opportunity and enter key data into a central spreadsheet.

Logging the number of calls attempted and percentage contacted shows how well the process is working and who's making calls. Higher contact rates correlate with better results. In Studer Group's experience, emergency departments will begin to get results when they attain at least a 60 percent contact rate.

Date	Discharge Census	# of Calls Attempted	% of Calls Attempted	# of Patients Contacted	% of Patients Contacted
01/01/09	118	60	51%	40	34%
01/02/09	147	60	41%	42	29%
01/03/09	137	60	44%	39	28%
01/04/09	138	60	43%	38	28%
01/05/09	127	60	47%	35	28%
01/06/09	133	60	45%	40	30%
01/07/09	117	60	51%	42	36%
01/08/09	143	60	42%	36	25%
01/09/09	139	60	43%	35	25%
01/10/09	144	60	42%	22	15%
01/11/09	149	60	40%	21	14%
01/12/09	153	60	39%	45	29%
01/13/09	130	60	46%	35	27%
01/14/09	134	60	45%	29	22%
01/15/09	143	60	42%	36	25%
01/16/09	135	60	44%	42	31%
01/17/09	168	60	36%	35	21%
01/18/09	166	60	36%	32	19%
01/19/09	155	60	39%	30	19%
01/20/09	158	60	38%	28	18%
01/21/09	147	60	41%	32	22%
01/22/09	166	60	36%	42	25%
01/23/09	133	60	45%	43	32%
01/24/09	135	60	44%	40	30%
01/25/09	157	60	38%	27	17%
01/26/09	132	60	45%	25	19%
01/27/09	147	60	41%	36	24%
01/28/09	140	60	43%	47	34%
01/29/09	133	60	45%	50	38%
01/30/09	146	60	41%	25	17%
01/31/09	131	60	46%	32	24%