

Follow-Up After Hospitalization (FUH) Provider Tip Sheet

Ensuring coordination of care for members diagnosed with mental illness

The National Committee for Quality Assurance's (NCQA) Healthcare Effectiveness Data and Information Set (HEDIS®) surveys include a measure to assess adherence to best practice protocols regarding follow-up care for patients who have been hospitalized for mental illness. **It has been broadly recognized that follow-up after hospitalization for a mental illness is the single most important determinant of recovery, results in fewer hospital readmissions, and sets the patient on a clear path to resuming normal activities.**

Measure description

The percentage of discharges for members age 6 and older who were hospitalized for treatment of selected mental illness diagnoses and who had an outpatient visit, an intensive outpatient encounter or partial hospitalization with a **mental health practitioner**. Two rates are reported:

- The percentage of discharges for which the member received **follow-up within 30 days of discharge, by age**.
- The percentage of discharges for which the member received **follow-up within 7 days of discharge, by age**.

How you can help

- Provide patient reminder calls within 24 hours to confirm appointments.
- Reach out proactively within 24 hours if the patient does not keep scheduled appointment, and to schedule another.
- Reinforce the treatment plan and evaluate the medication regimen in light of presence/absence of side effects, etc.
- Remind patients of the need for follow up mental health treatment.
- Discuss resistance to treatment, if encountered.

If you need assistance in identifying post-hospital support to which you can refer your patients, please call the number listed on the back of the patient's benefits ID card.

If you would like additional resources on this topic, visit www.MagellanPCPtoolkit.com.

Reference

<http://www.qualitymeasures.ahrq.gov/content.aspx?id=48641&search=followup+after+mental+illness+hospitalization>