Readmission Report
User Tutorial

How to use the Readmission Report on CHS.care

Version: 1.0
Last Updated: January 2026
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CHS.care

DATALIGN
Information is Power

Report Overview & Key Benefits

What this report offers:

The Readmission Report summarizes hospital-related SNF stays and returns for SNF residents. It shows how often residents:

- Are readmitted to the hospital after entering from a hospital, and

- Return to the SNF after a hospital stay, either after being discharged to the hospital or discharged to the community,

with each scenario organized into length-of-stay or length-of-absence buckets.

Alongside these three scenario tables, the report includes a Stays Grouped by Falls and Diagnoses table that shows how all qualifying stays in the selected period are distributed across diagnosis categories and fall events, using the same time buckets.

You can limit the view by division, region, facility, payer type, and date range, and you can drill down from any number in the summary tables to see the underlying resident-level stays.

How the data is presented:

- **Rollup Tables**

  - Three scenario-based rollup tables with counts of qualifying stays

  - One stay-based table with key diagnoses and counts of falls by severity

- **Detail modal (resident-level drill down)**

  - Searchable, sortable table with resident and stay details

Accessing the Report

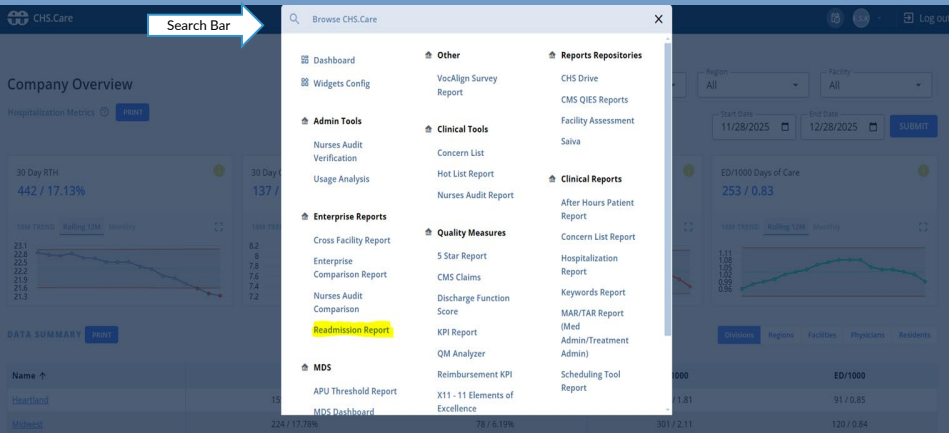Figure 1: Navigating to the Readmission Report from the Search Bar menu

Where do I find this report?

1. Log in to chs.care.
2. Click anywhere in the search bar located at the top center of your screen.
3. The Readmission Report is located in the **Enterprise Reports** section of the menu.

Pro Tip: Begin typing the word **Readmission** in the search box for quick navigation to the report.

Default View at a Glance
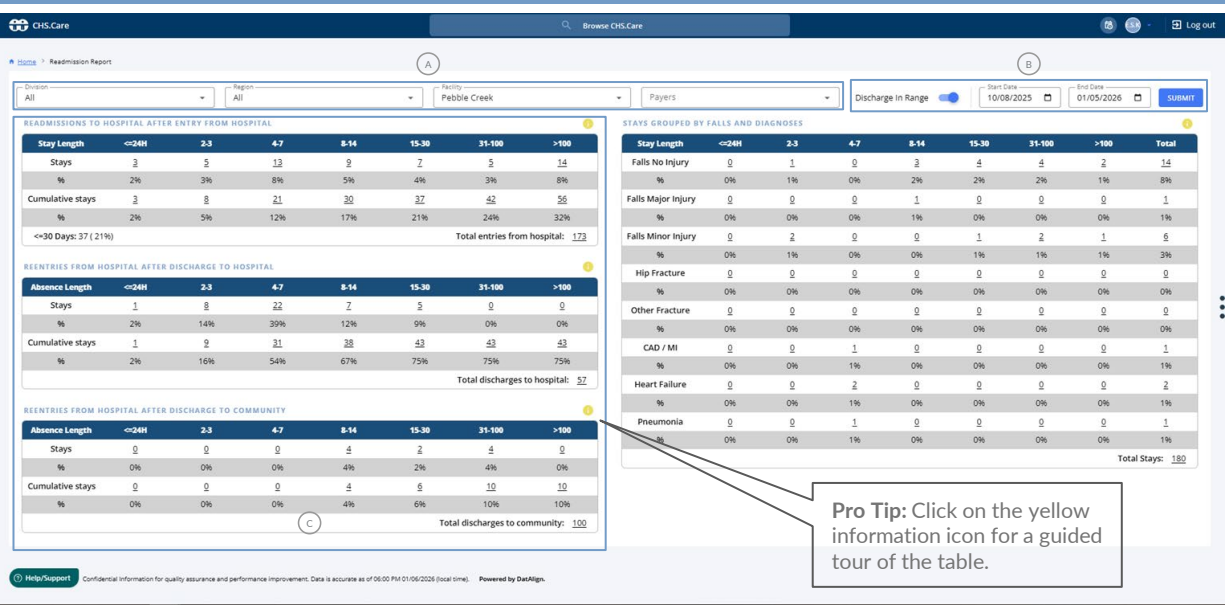
Figure 2: Default view

Figure 3: Tour view

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Pro Tip: Click on the yellow information icon for a guided tour of the table.
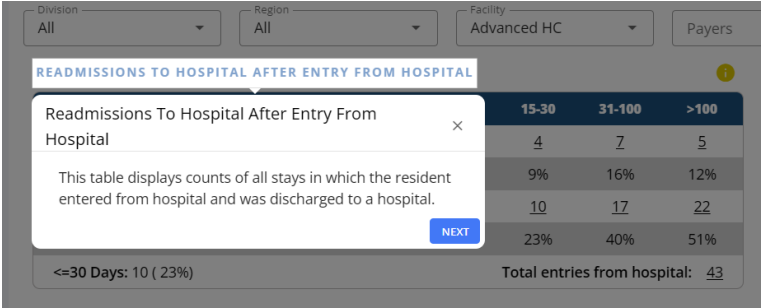
Area	Description
A. Filters	Division, Region, Facility, and Payers filters used to focus the report on specific parts of the organization and payer types.
B. Range Controls	Discharge In Range / Entry In Range toggle, Start Date, End Date, and Submit button used to define the date window and whether stays are included based on entry date or discharge date.
C. Scenario Tables	Three scenario-based tables summarizing counts of qualifying stays and returns, organized into length-of-stay or length-of-absence buckets.
D. Stays Grouped by Falls and Diagnoses	Table showing counts of qualifying stays by diagnosis and falls categories, using the same time buckets as the scenario tables.

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Scenario tables
Step by Step Walkthrough

READMISSIONS TO HOSPITAL AFTER ENTRY FROM HOSPITAL

Stay Length	<=24H	2-3	4-7	8-14	15-30	31-100	>100
Stays	114	157	233	300	417	539	740
%	2%	3%	4%	5%	7%	9%	12%
Cumulative stays	114	271	504	804	1,221	1,760	2,500
%	2%	5%	8%	14%	21%	30%	42%

<=30 Days: 1,221 (21%)   Total entries from hospital: 5,936

REENTRIES FROM HOSPITAL AFTER DISCHARGE TO HOSPITAL

Absence Length	<=24H	2-3	4-7	8-14	15-30	31-100	>100
Stays	121	560	773	360	124	16	0
%	4%	20%	28%	13%	4%	1%	0%
Cumulative stays	121	681	1,454	1,814	1,938	1,954	1,954
%	4%	24%	52%	65%	69%	70%	70%

Total discharges to hospital: 2,795

REENTRIES FROM HOSPITAL AFTER DISCHARGE TO COMMUNITY

Absence Length	<=24H	2-3	4-7	8-14	15-30	31-100	>100
Stays	1	5	19	28	35	32	0
%	0%	0%	1%	1%	1%	1%	0%
Cumulative stays	1	6	25	53	88	120	120
%	0%	0%	1%	2%	3%	5%	5%

Total discharges to community: 2,625

Figure 4: Scenario tables

Using the Scenario tables

- **Use the three scenario tables** to see how stays are distributed across:
  - Readmissions to hospital after entry from hospital
  - Reentries from hospital after discharge to hospital
  - Reentries from hospital after discharge to community
- **Read across the columns** to view stays by length-of-stay or length-of-absence bucket.
- **Use the rows to understand the numbers:**
  - **Stays** – the count of stays that fall *only* in that time bucket.
  - **Cumulative stays** – a running total of stays **up to and including** that bucket:
    - Each bucket adds on to the buckets to its left.
    - For example, the 8–14 day cumulative value includes stays in ≤24H, 2–3, 4–7, **and** 8–14 days.
    - The final Total column's cumulative value represents all qualifying stays (100%).
  - **Denominator** – the total number of qualifying stays used when calculating percentages for that scenario.
- **Practical use of cumulative**
  - To answer questions like "What share of stays returned within 30 days?", look at the **Cumulative stays** value under the last bucket in that window (for example, 15–30 days or the ≤30 Days line in the first scenario table).
- **Drill down to details**
  - Click any number in these tables to open the detail modal for that scenario and time bucket.

Stays Grouped by Falls and Diagnoses
Step by Step Walkthrough

STAYS GROUPED BY FALLS AND DIAGNOSES

Stay Length	<=24H	2-3	4-7	8-14	15-30	31-100	>100	Total
Falls No Injury	6	12	38	57	141	233	189	676
%	0%	0%	1%	1%	2%	3%	3%	10%
Falls Major Injury	1	0	6	2	10	25	58	102
%	0%	0%	0%	0%	0%	0%	1%	2%
Falls Minor Injury	4	11	17	16	55	84	97	284
%	0%	0%	0%	0%	1%	1%	1%	4%
Hip Fracture	0	0	7	1	1	1	0	10
%	0%	0%	0%	0%	0%	0%	0%	0%
Other Fracture	0	4	6	1	0	2	2	15
%	0%	0%	0%	0%	0%	0%	0%	0%
CAD / MI	5	15	24	3	1	6	8	62
%	0%	0%	0%	0%	0%	0%	0%	1%
Heart Failure	7	18	26	3	2	5	9	70
%	0%	0%	0%	0%	0%	0%	0%	1%
Pneumonia	3	3	6	0	0	0	1	13
%	0%	0%	0%	0%	0%	0%	0%	0%
							Total Stays:	6,751

Figure 5: Stays Grouped by Falls and Diagnoses

Stays Grouped by Falls and Diagnoses

- **Use this table to see how stays are grouped by:**
  - Falls category (no injury, minor injury, major injury)
  - Key diagnosis groups (e.g., CAD/MI, heart failure, pneumonia)
- **Compare the columns** to see how often each group appears in each time bucket, using the same buckets as the scenario tables.
- **Click any number** to drill down to the resident-level detail for that diagnosis or falls group and time bucket.

Detail Modal

Step by Step Walkthrough

Figure 6: Modal View

Using the Detail Modal (resident-level drill down)

- **How to open it**
  - Click any number in the rollup tables (scenario tables or Stays Grouped by Falls and Diagnoses).
  - The modal opens scoped to that scenario or group, time bucket, and your current filters.

What you see

- A resident stays table with:
  - Resident MRN and Name
  - Facility Name
  - Admission Date
  - Discharge Date
  - Days in Stay
  - Entry From and Discharge To
  - Payer chips
  - Fall indicators

How to search and sort

- Use the **Search** box to filter by MRN, resident name, facility, or payer.
- Click any column header to sort ascending/descending
- Use the **Rows per page** selector and page controls to move through the results.

How falls are displayed

- Falls are shown as color-coded by severity of fall.
- Hover over a chip to see a tooltip with the injury type.

How to navigate to PCC

- Click the external-link icon next to the MRN to open the resident's chart in PointClickCare in a new window/tab.

Tips | FAQs | Troubleshooting

Tips

- **Choose the right date range type**
  - Use **Discharge In Range** when you want to see all stays that ended in the selected window (ongoing stays will not be included).
  - Use **Entry In Range** when you want to see stays that started in the selected window (good for comparing to CMS's RTH ≤30 Quality Measure).
- **Always drill down to confirm the story**
  - Click any number to open the Detail Modal and review the resident list before drawing conclusions or taking action.

FAQs

Q: **What's the difference between 'Entry In Range' and 'Discharge In Range'?**
A: Entry In Range includes stays where the admission/entry date falls within the selected date range. Discharge In Range includes stays where the discharge date falls within the selected date range. The same stay may appear in different date windows depending on which option you use.

Q: **Does the Stays Grouped by Falls and Diagnoses table only show readmissions?**
A. No. It shows all qualifying stays for the selected filters and date logic, grouped by falls severity and diagnosis categories, using the same time buckets as the scenario tables.

Q: **Why do some stays show multiple payers?**
A: The **Payers** column reflects all payer types associated with the stay during the selected period. A stay can have more than one payer (for example, Medicare followed by Medicaid).

Q: **What should I do if I think a stay is misclassified?**
A. First, check the scenario description, time bucket, and range type to confirm the logic. If it still looks wrong, capture a screenshot (including filters and the number you clicked) and share it with our support team for review.

Q: **How can I quickly find a specific resident?**
A. Click any relevant number in a table to open the **Detail Modal**, then use the **Search** box to look up the resident by MRN, name, facility, or payer. You can also sort by column headers and adjust rows per page.

Troubleshooting

"My counts don't match another report"
- Confirm the range type (Entry vs Discharge in Range).
- Check the Start Date / End Date and ensure the other report uses the same logic.
- Verify Division / Region / Facility / Payers filters match the population in the comparison report.

"I don't see data for a facility I expect"
- Make sure the Division and Region filters include that facility.
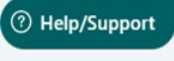- Confirm your user permissions allow you to see that facility in this report.

"A resident appears in more than one cell"
- Residents can appear in different time buckets or scenarios if they have multiple qualifying stays or returns within the selected period.

"Why is ≤30 Days different from the Total column?"
- The ≤30 Days line in the first scenario table is a subset of the total, counting only stays where the hospitalization occurred within 30 days or less of entry.

Support / Contact

If you encounter any issues while using this report, please use the [? Help/Support] button at the bottom of the report page to open a support ticket.

To ensure effective assistance, please include the following with your ticket:

- A screenshot of the issue.
- A comprehensive description, including all pertinent details like the facility name, to help us understand your experience.