1. Explicit delineation of roles and responsibilities
2. Discharge process initiation upon admission
3. Patient education throughout hospitalization
4. Timely, accurate information flow:
   • From the primary care provider
   • Among the hospital team
   • Back to the primary care provider
5. Complete patient discharge summary before discharge
6. Comprehensive written discharge plan given to patient before discharge
7. Discharge information that matches the patient’s language and literacy level
8. Reinforcement of plan with patient after discharge
9. Availability of case management staff outside of limited daytime hours
10. Continuous quality improvement of discharge processes