Research Notes: Claire Senot

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Claire Senot's article What Has the Biggest Impact on Hospital Readmission Rates, co-authored with Aravind Chandrasekaran, was recently published in Harvard Business Review. The article, based on a recent paper of her published in Management Science, suggests that communication between caregivers and patients has the biggest impact on reducing hospital readmission rates and that hospitals that prioritize communication with patients in addition to complying with evidence-based standards of care can reduce readmission rates by 5 percent. Senot is an assistant professor of management science at the A. B. Freeman School of Business.