

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.