

## Research Notes: Claire Senot

September 25, 2015



[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.