

Emergency Department Transitions of Care: Impact on Utilization Rates

Summary

In 2018, our Kansas City market had an Emergency Department Utilization (EDU) rate of 1.24. Various internal strategies were implemented to ensure timely outreach to patients after an ED encounter, which has led to a decreased EDU of 0.91.

Strategy for Change

The following processes have been implemented to improve EDU in our Kansas City market:

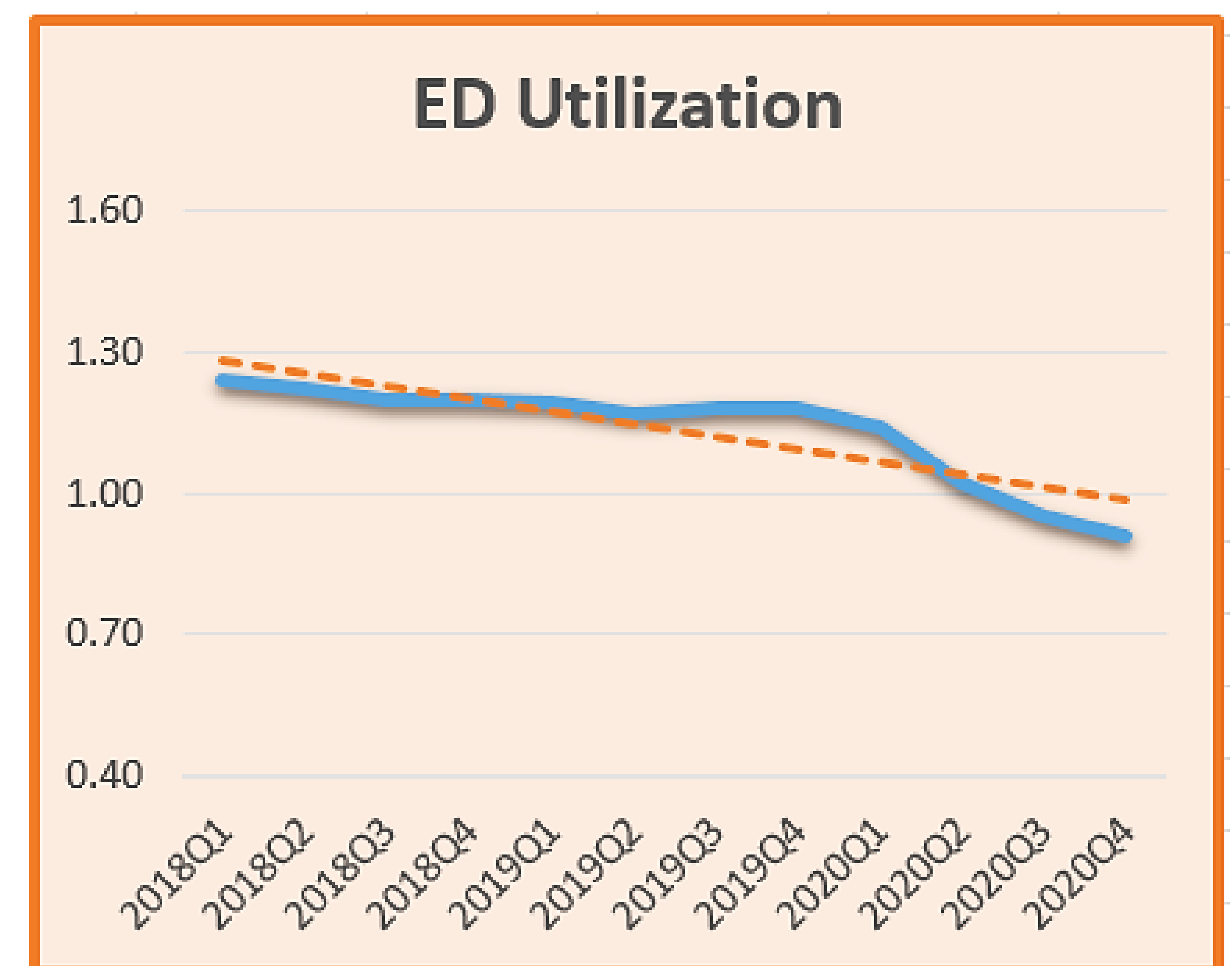
- Established a daily report that notifies practices about their patients who have been seen in the ED.
- Set the expectation that all ED patients would receive 2 outreach attempts over 7 calendar days.
- The second outreach, if unsuccessful, includes a request to call the practice to discuss follow-up needs.
- Created workflows and EHR documentation fields to track transition and outreach efforts.
- Built internal dashboards to track high utilizers including their risk scores, to easily allow practices to identify patients who are high risk.
- Care Managers conduct outreach to patients who are high utilizers of the ED.
- Established a weekly scorecard to evaluate success rate for ED transitions.

Results

By implementing a transitions of care (TOC) process, our EDU has improved from a rate of 1.24 to 0.91. Not only have the utilization rates improved, but the continuity of care has improved through this process:

- 100% YTD compliance rate in TOC ED outreach.
- Timely follow-up visits with providers.
- Access to care management support.

“You don’t know how much this means to me to have someone follow up with me the day after I was in the emergency room. You have made my day!”
– Patient response from TOC call



Next Steps/Best Practices

The following are strategies we plan to implement or continue using to improve our ED utilization rates:

- Continue to monitor outreach compliance on a weekly basis.
- Retrain office staff conducting TOC about appropriate referrals to care management.
- Educate patients about 24/7 access to a member of the healthcare team.



HCA – MidAmerica Division
Overland Park, KS

Practice type:
Physician Services
Group



Track: 1

EHR: eClinical Works (eCW)

CPC Classic participant: No

Number of practitioners: 159

Number of patients: 130,000

Type of patient population:
Urban/Suburban/Rural

Insurance breakdown:
16% Medicare, 2% Medicaid,
14% Medicare Advantage,
65% private insurance,
3% uninsured/self-pay

Population characteristics:
White 70%, African American 10%,
Asian American 1.5%, Native American
0.45%, Hawaiian/Asian Pacific .05%,
and 10% unreported.

Change concept:
1.2.C. Provide episodic care
management, including management
during transitions and acute care
needs.

