Implementing Emergency Room Best Practices: Improves Care, Reduces Costs

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Practice of Medicine
“The care plan from EDIE are one of the best things we have ever done. It makes caring for patients so much easier for providers.”
The State Budget
Emergency Room Overuse:
It Is a Problem
Creating the Partnership: Coordinating Care

• Washington State Hospital Association
• Washington State Medical Association
• Washington Chapter of the American College of Emergency Physicians
• The Washington State Health Care Authority
Patient Population

- $2 million – Low acuity
Medicaid ER Use Is High

In the past year:

• About 40% of Medicaid clients visited an ER
• About 18% of people with private insurance visited an ER.

Bad for Patients

Contributing factors:

✓ Lack of primary care
✓ Substance abuse
✓ Mental health
An Opportunity: Patients, when possible, should be treated by their primary care provider for non-emergency conditions in order to promote consistent, quality care.
Seven Best Practices

1. Implement patient data exchange system (i.e. EDIE)
2. Identify high utilizers and work to reduce
3. Develop high utilizer Care Plans
4. Provide Patient Education (discharge instruction, including appropriate ED utilization)
5. Adopt Narcotic Guidelines
6. Enroll providers in Prescription Monitoring Program
7. Use of Utilization Feedback Reports to Providers
Where We Are Today

- 98 of 98 hospitals participating in EDIE
- Care plans tracked through EDIE
- Care managers arranging follow up in most facilities
Where We Are Today

- Care Plans linking all ED, most payors and many primary care
- Standardized policies in ED’s across state
- Utilization reports (monthly)
- High utilizers data
- PMP data
Data and Analytics

EDIE Utilization Statistics:
• 1,474 unique, active EDIE Users in Washington
• 992 active users logged into EDIE portal in past 30 days
• 28,458 total portal logins over the past 30 days
• An average of 9,075 notifications triggered in Washington hospitals daily over the past week
• An average of 3,785 patients triggered these notifications daily over the same time frame
• A total of 3,568 security events have been triggered in Washington across 67 facilities
Improved care coordination

• Expansion of EDIE use beyond the ED: “PreManage”
  – 9 health plans/payers live; ~215 PreManage sites live

• Increased accessibility: multiple systems sharing information (EDIE integration with PDMP—83% of hospitals, multiple EHR systems)

• New resources to focus on high risk clients (PRC)
Where we are today

Innovative Uses for EDIE

• Integration of POLST
  – Pilot with Providence in Everett, WA

• Ability to respond and communicate statewide for urgent situations (Seattle Pain Clinic)

• Continuous QI efforts – care plan templates and technical assistance
ER Data Supporting Initial Findings

Rate of visits resulting in a scheduled drug prescription down by 24%

Rate of frequent clients* decreased by 10.7%

*5 visits or more in 12 mos.

Rate of visits with low acuity diagnosis down by 14.2%

Rate of ER visits declined by 9.9%
Ongoing Barriers to Care

• Mental Health
  Among high utilizers of ER services, 80% have mental health issues

• Chemical Dependency
  Substance abuse is a factor among 40% of high utilizers of ER services

• Access to Dental Care
  Limited access to adult dental coverage

• Access to Primary Care
How the Public Can Help

• Only go to the ER for **emergencies**
• If you aren’t sure, call the nurse line or your primary care physician
• For ear aches and sore throats, make an appointment with your primary care physician
• When you have a doctor’s appointment, ask what you should do if you need care after hours or on weekends
$33.65 million for per year
(FFS and managed care)
“This is the kind of creative thinking, new approaches and collaboration that I want to foster in health care. Not only is the system saving money and physicians’ time, it is also improving the quality of care by making sure patients receive treatment that is both appropriate and timely.”

- Governor Jay Inslee

Full report: http://www.wsha.org/ERemergencies.cfm
Questions

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