REDUCE AVOIDABLE EMERGENCY DEPARTMENT UTILIZATION FOR MEMBERS

Goal #1 – Reduce the number of ambulatory care Emergency Department ("ED") visits for members.

Goal #2 – Increase number of members enrolled in an ED navigation program who received at least one scheduled appointment or referral for an ambulatory or preventative care visit.

➤ **Year One**

- o Identify and study root causes of avoidable ED utilization.
- o Identify and study root causes for lack of annual ambulatory or preventative care visits for members, including reasons for no-show rates for scheduled appointments.
- o Meet with network providers to address technical implementation issues.
- o Identify and draft parameters for identifying high-ED utilizers at network providers.
- o Create and disseminate protocols for network providers to implement ED navigation programs for members.
- o Conduct education and training of network providers regarding ED navigation programs.
- o Create registry with data fields necessary to navigate high-ED utilizers.

➤ **Year Two**

- o Measure baseline number of members enrolled in ED navigation program.
- o Measure baseline for members enrolled in ED navigation program receiving education regarding outpatient primary care options.
- o Measure baseline for members enrolled in ED navigation program who received at least one appointment reminder 24-48 hours before a scheduled appointment.
- o Measure baseline for number of scheduled appointments and/or referrals provided to members enrolled in the ED navigation program.
- o Measure baseline for percentage of ambulatory care ED visits (i.e. numerator is number of ambulatory ED visits and denominator is total ED visits) at network providers for members.
- o Create activities to address root causes of avoidable ED utilization for members at network providers.
- o Create activities to address root causes for lack of annual ambulatory or preventative care visits for members at network providers.
- o Continuous education and training of network providers regarding ED navigation programs.
- o Create continuous quality improvement plan, including information identifying project impacts, project modifications needed, lessons learned, opportunities to scale project to a broader population, and key challenges.

➤ **Year Three**

- o Increase number of members enrolled in ED navigation program.
- o Increase members enrolled in ED navigation program receiving education regarding outpatient primary care options.

- Increase or maintain members enrolled in ED navigation program who received at least one appointment reminder 24-48 hours before a scheduled appointment.
- Increase or maintain number of scheduled appointments and/or referrals provided to members enrolled in the ED navigation program.
- Decrease in percentage of ambulatory care ED visits at network providers (i.e. numerator is number of ambulatory ED visits and denominator is total ED visits) for members.
- Implement activities to address root causes of avoidable ED utilization for members.
- Implement activities to address root causes for lack of annual or preventative care visits for members.
- Continuous education and training of network providers.
- Conduct continuous quality improvement activities.