Emergency Department Utilization

AUGUST 20, 2020

Introductions

- Jodi Harding, Chief Operating Officer
  Lighthouse Youth and Family Services

- Jeanie Kleiber, PQI Manager
  Focus On Youth, Inc.

Defining the Measure

- Assesses emergency department (ED) visits for adults and children 6 years of age and older with a diagnosis of mental illness and who received a follow-up visit for mental illness.*

- Additional focus will be placed on reducing ED visits overall.

*Reference: https://www.ncqa.org/hedis/measures/follow-up-after-emergency-department-visit-for-mental-illness/

Why Is This Important?

- Mental illness can affect people of all ages. In the United States, 18% of adults and 13%–20% of children under 18 years of age experience mental illness. Research suggests that follow-up care for people with mental illness is linked to fewer repeat ED visits, improved physical and mental function and increased compliance with follow-up instructions.

- Pediatric mental health Emergency Department Data
  - 10.4% of the youth that visited the ED, made a second emergency room visit within seven days and 25.6% within 30days
  - This suggests that the youth and/or family needs were not met at the visit, or by services after discharge.

Why is this a Collaborative Focus?

- Efficacy and Efficiency: medical concerns can be treated easily in a primary care office or an urgent care clinic.
  - Increased risk of unnecessary test and procedures/treatment.
  - Less personalized care- doctors are not aware of your medical history and can results in lack of continuity in your care.
  - Wasted time and more stress due to long wait times.
- Higher cost: ED visits contribute to a high cost of health care for everyone.
- Lack of Education on Alternatives: Consumers may believe that they are unable to get timely care same-day or next-day appointments or crisis care.

WHAT CAN WE DO TO IMPACT THIS MEASURE?

SOLUTIONS!

- Educate clients on appropriate ER usage.
- Develop resources that outline alternatives to ER visits for clients.
- Help clients/caretakers identify signs and symptoms of a true MH crisis.
- Providers partner with local hospitals to obtain data related to client ER visits.
- Regular use of assessment tools
- Patient Welcome Letter
- Patient ED Education Letter – Educating members on non-emergent care options available to them
- Maps of urgent care and clinics, contact info, how to access telehealth, and list of appropriate reasons to access each.
- List or table of common concerns and conditions and where people should go for care
- Provide condition specific follow-up – if your child is experiencing…call___
- Offer telehealth as an alternative to the ER
- Provide printed and face to face education to members
- Establish relationship with provider
- Educate – call, primary care urgent care
- Referrals to social supports-including scheduling and follow through
- Educating parents on how to de-escalate agitated children/adolescents by recognizing warning signs and intervene versus ignore the behavior

EDUCATION AND CLIENT ENGAGEMENT

- Develop a Welcome Letter that defines office protocols.
- Define Emergency situations vs. situations that can be handled by the BH provider, PCP or Urgent Care.
- Instructions for what to do for urgent matters when the office is closed or BH provider is not available.
- Develop 24/7 on call protocol at your agency.
- Use pre-recorded phone messages specifically discussing:
  - What is an emergency
  - how to reach providers after-hours
  - reinforce that a member of the office care team is always available to address concerns (if 24/7 on call)
  - If the script must instruct patients to call 911 or go to the nearest emergency room, consider making this the last piece of information
- Use posters encouraging patients to call PCP or BH Provider before going to ER
- Use office-based TVs/multi-media to reinforce office accessibility

On Call Protocols
Best Practice Considerations

- Establish communication protocols
- Provide on-call physician's cell phone
- Direct call forwarding of after hour incoming call to on-call physician's cell phone
- On-call provider's cell phone message is relevant to after-hours coverage for the office – be specific on the call back expectation

Harvard Pilgrim Health Care

"When my PCP isn't available, I'm glad to know I have options!"

We all have minor illnesses and accidents ranging from participating in sports to DIY projects. There are times when we definitely need care right away, but it's not life threatening. Visiting the ER is time consuming and expensive.

56% OF ALL ER VISITS ARE AVOIDABLE, ACCORDING TO NEHI, THE NEW ENGLAND HEALTH INSTITUTE

Harvard Pilgrim offers a variety of options for you to get care in a different setting than the ER, no matter where you live or work, that will save you time and money.

If you are experiencing a life-threatening emergency such as choking, severe head trauma, loss of consciousness, heart attack or stroke, call 911 or go to the nearest ER immediately.

The individual shown is representative only. The comment is a composite of sentiments often expressed by our members.

Read on to learn the about your options when you need care right away.

Understanding your options

	Typical out-of-pocket costs	Common symptoms	
Telemedicine services Real-time virtual visit with Doctor On Demand providers via smartphone, tablet or computer	**$** You'll pay your PCP-level cost sharing for telemedicine services*	• Coughs, colds • Sore/Strep throat • Flu • Pediatric issues • Sinus and allergies • Nausea/diarrhea	• Rashes and skin issues • Women's health: UTIs, yeast infections • Sports injuries • Eye issues
Convenience care/retail clinic Walk-in, convenience care or retail clinic (e.g., MinuteClinic inside of CVS pharmacy)	**$$** You'll typically pay a copayment for going to a participating clinic*	• Bronchitis • Ear infections • Eye infections	• Skin conditions like poison ivy and ringworm • Strep throat
Urgent care clinic Walk-in clinic for urgent care	**$$$** You'll typically pay a copayment for urgent care, sometimes a higher one than for an office visit or convenience care clinic visit*	• Burns, rashes, bites, cuts and bruises • Infections • Coughs, cold and flu • Minor injuries	• Respiratory infections • Sprains and strains
Emergency room (ER) Part of a local hospital If you think you're having a medical emergency, call 911 or go to the nearest ER.	**$$$$** You'll typically pay a higher copayment than an office visit, plus ER services are often subject to a deductible*	• Choking • Convulsions • Heart attack • Loss of consciousness • Major blood loss	• Seizures • Severe head trauma • Shock • Stroke

*What you pay out-of-pocket depends on your specific Harvard Pilgrim plan. If you have an HSA plan, your deductible and any additional cost-sharing applies. Please refer to your plan documents for your specific benefit information.

How to find care

For telemedicine services

Download the free Doctor On Demand telemedicine app. After registering and completing the screening process, you will be connected to a Doctor On Demand provider.

For convenience care clinics and urgent care centers

Visit harvardpilgrim.org and select "Find a provider" to search for:

URGENT CARE CENTERS: Select your plan, click "Other care providers" and then "Urgent Care Centers" under "Specialty."

CONVENIENCE CARE CLINICS: Select your plan, click "Other care providers" and then "Convenience Care Clinic" under "Specialty."

You also can search for any urgent care or convenience care clinic by name (e.g., MinuteClinic) in the search bar.

If you don't have Internet access, you can call Harvard Pilgrim's Member Services department at **(888) 333-4742** for locations. For TTY service, call **711**.

Harvard Pilgrim Health Care

Save on wait times and your out-of-pocket costs.

We all have minor illnesses and accidents ranging from participating in sports to DIY projects. There are times when a PCP visit isn't available and we need care right away, but it's not life threatening. Visiting the ER is time consuming and expensive.

Harvard Pilgrim offers a variety of options for you to get care in a different setting than the ER, no matter where you live or work, that can save you time and money.

*For life-threatening emergencies such as choking, severe head trauma, loss of consciousness, heart attack or stroke, call 911 or go to the nearest ER immediately.

Turn over for more.

FORM NO: NH_CC8119_0419

Harvard Pilgrim Health Care includes Harvard Pilgrim Health Care, Harvard Pilgrim Health Care of Connecticut, Harvard Pilgrim Health Care of New England and HPHC Insurance Company.

Your options for care

Call your primary care provider (PCP)

Your PCP is an advocate for your health and a great resource. See if you can get a same-day appointment.

Don't have a PCP? Visit harvardpilgrim.org and click "Find a provider" to search for PCPs near you.

Have a virtual visit wherever you are

- With Doctor On Demand, you see a board-certified doctor for a video visit within minutes—using any device. Visit doctorondemand.com or download the free app in the App Store or Google Play to sign up – you will need your Harvard Pilgrim member ID number.
- Some provider offices offer virtual visits. Ask your PCP about any offerings they may have.

Find a convenience clinic or urgent care center

Visit harvardpilgrim.org and click "Find a provider" to search for locations near you.

- **Urgent care centers:** Select your plan, click "Other care providers" and then "Urgent Care Centers" under "Specialty."
- **Convenience care clinics:** Select your plan, click "Other care providers" and then "Convenience Care Clinic" under "Specialty."

cc8119 4_19

Need care right now? If it's not an emergency*, you have options!

1 Call your PCP

See if you can get a same-day appointment.

Don't have a PCP? Visit harvardpilgrim.org and click "Find a provider" to search for PCPs near you.

Harvard Pilgrim Health Care

2 Have a virtual visit wherever you are

- With Doctor On Demand, you see a board-certified doctor for a visit within minutes—using any device. Visit doctorondemand.com or download the free app.
- Some provider offices offer virtual visits. Ask your PCP about any offerings they may have.

3 Find a clinic near you

Visit harvardpilgrim.org and click "Find a provider" to search for:

- **URGENT CARE CENTERS:**
  Select your plan, click "Other care providers" and then "Urgent Care Centers" under "Specialty."
- **CONVENIENCE CARE CLINICS:**
  Select your plan, click "Other care providers" and then "Convenience Care Clinic" under "Specialty."

*For life-threatening emergencies such as choking, severe head trauma, loss of consciousness, heart attack or stroke, call 911 or go to the nearest ER immediately.

Agency Name

YOUR PARTNER IN EXCELLENT HEALTH CARE

When you choose one of our BH Providers, your care becomes our responsibility. We all share that commitment, setting high standards for ourselves and the quality of our care and we deliver on that promise through caring, convenience and qualifications.

Scheduling Appointments

When you call the office, be sure to tell the receptionist the reason for your appointment so we can plan on a date and time that is most convenient for you. Appointments for visits are always available and can be scheduled as needed. We know that illnesses are unexpected and we will gladly work around your schedule to bring you in for immediate care and attention.

Regular Office Hours…

Extended Office Hours…

After Hours Care and Emergencies

Health care emergencies can happen anytime. If you have an urgent problem and the office is closed, call us anyway (XXX) XXX-XXXX. We're on call 24 hours a day. If you feel that you have a life-threatening emergency, call 911 or go straight to the nearest hospital emergency room. It is your responsibility to inform the practice regarding care with any other health care facilities and providers.

Follow Up After ER Visit

- Post ER follow up engagement for a non-avoidable visit
  - Schedule a follow up appointment
  - Create a plan for next time
- Post ER visit for avoidable visit
  - Connect with the patient and discuss reason for ER use
  - Identify alternatives and other means of appropriate care-minute clinic, urgent care, same day appt.
  - Care management outreach/care transitions
  - Self- management goals
  - Appropriate care use goals
  - Reinforce plan

How Do We Get This Data

- Real time health information exchange (Heath Bridge/CliniSync)
  - ED admission notification
- Payer trend data
- High utilizer identification
- Pharmacy prescription reports
  - Controlled substances
  - Multiple prescribers

Sustain/Continuous Evaluation

- Brainstorm with team new conversation starters
- Rotate poster messaging
- Have frequent reminders and touchpoints
- Standing agenda item for practice meetings
- Track trend reports

THANK YOU FOR YOUR PARTICIPATION

Jodi Harding, LSW, LICDC, LPCC-S
VP, Chief Operations Officer
Lighthouse Youth & Family Services
(513) 487-6778 x292

Jeanie Kleiber
PQI Manager
Focus on Youth
(513) 644-1030

Questions?