

EMERGENCY DEPARTMENT CARE COORDINATION REPORT

MILWAUKEE COUNTY—JUNE 2012 QUARTERLY REPORT

MILWAUKEE HEALTH CARE
PARTNERSHIP

Mission and Goals The Milwaukee Health Care Partnership (MHCP) is a public/private consortium dedicated to improving health care coverage, access and care coordination for underserved populations in Milwaukee County with the intent of improving health outcomes, eliminating disparities, and reducing the total cost of care. The priority goals of the Partnership are to secure adequate and affordable coverage for low-income individuals, expand access, and improve care coordination.

Care Coordination Goal Emergency Department (ED) Care Coordination is a priority initiative of the Milwaukee Health Care Partnership. Objectives are:

- Decrease avoidable ED visits and related hospitalizations
- Reduce duplicative ED tests and procedures
- Connect high-risk individuals with medical homes



Target Population

Uninsured and Medicaid Enrollees with:

Chronic Conditions

- Asthma
- COPD
- Diabetes
- Hypertension
- HIV/AIDS

Pregnant Women

Frequent ED Users



Strategies

1. Community-wide ED to Medical Home Care Coordination Process

- Milwaukee County EDs identify target populations, provide patient education and schedule appointments with medical homes.
- Using MyHealthDIRECT appointment scheduling technology, community health centers post open appointments. EDs schedule appointments electronically while the patient is at the hospital.
- Intake coordinators at community health centers reach out to patients prior to first appointment, and attempt to reschedule if appointment is not kept.

2. Wisconsin Health Information Exchange supports clinical decision-making and care coordination by providing private and secure patient utilization and clinical data in the ED

ED Utilization Overview

ED Discharges, 2007-2011

ED Discharges by Acuity*	Jan 2007 - Dec 2007		Jan 2008 - Dec 2008		Jan 2009 - Dec 2009		Jan 2010 - Dec 2010		Jan 2011 - Dec 2011	
	No. of visits	%	No. of visits	%	No. of visits	%	No. of visits	%	No. of visits	%
Non-Emergent or Primary Care Treatable	169,207	47.4	166,178	47.4	176,114	48.5	166,077	46.6	162,720	46.8
Emergent	58,682	16.4	58,993	16.8	61,609	17.0	60,250	16.9	59,288	17.1
Injury	85,979	24.1	79,623	22.7	72,560	20.0	76,001	21.3	70,651	20.3
SubAbuse/Mental Health/Other	43,280	12.1	45,711	13.0	53,094	14.6	53,693	15.1	54,764	15.8
Total ED Visits	357,148	100	350,505	100	363,377	100	356,021	100	347,433	100

ED: Non-Emergent or Primary Care Treatable (NE-PCT) ED Visits by Payer Source

ED Utilization by Payer Source	Jan 2007 - Dec 2007		Jan 2008 - Dec 2008		Jan 2009 - Dec 2009		Jan 2010 - Dec 2010		Jan 2011 - Dec 2011	
	No. of visits	%	No. of visits	%	No. of visits	%	No. of visits	%	No. of visits	%
Medicaid	74,297	43.9	74,277	44.7	90,221	51.2	85,867	51.7	81,495	50.1
Medicare	17,987	10.6	18,180	10.9	18,725	10.6	19,170	11.5	19,617	12.1
Private Insurance	43,048	25.4	39,389	23.7	36,733	20.9	33,187	20.0	33,037	20.3
Self-Pay	27,638	16.3	27,298	16.4	29,136	16.5	26,839	16.2	27,385	16.8
Other	6,237	3.7	7,034	4.2	1,298	0.7	1,014	0.6	1,186	0.7
Total NE-PCT ED Visits	169,207	100	166,178	100	176,114	100	166,077	100	162,720	100

Sources: Wisconsin Hospital Association Info Center; Ballard et al. Validation of an Algorithm for Categorizing the Severity of Hospital Emergency Department Visits. *Medical Care*. 2010;48(1):58-63.

Scheduled Appointments

Scheduled Appointments by Hospital, 2012

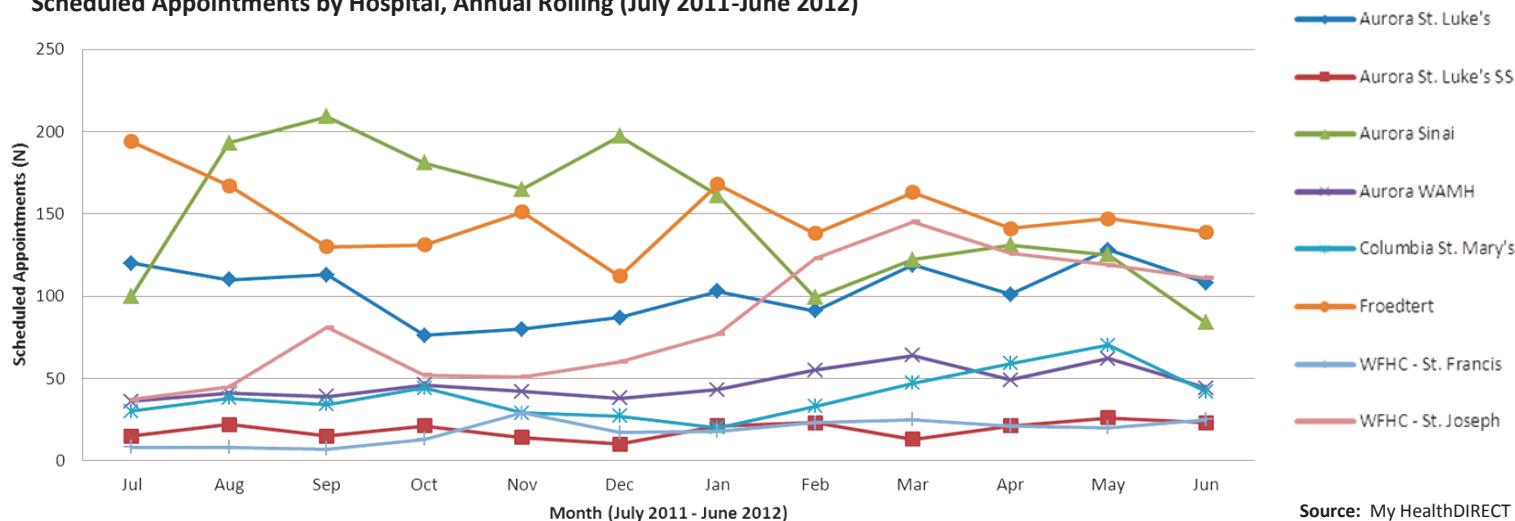
3,816

Total Number of Scheduled Appointments, 2012 YTD

636

Average Number of Monthly Scheduled Appointments, 2012 YTD

Scheduled Appointments by Hospital, Annual Rolling (July 2011-June 2012)



Community Health Center Primary Care Capacity

Summary by Community Health Center (CHC), 2012 YTD

CHC Site Name	Slots Offered	Appointments Set	Percentage of Appointments Filled
MHSI—MLK- Heritage Health Center (does not include Dental)	1,092	385	35%
MHSI—Isaac Coggs Heritage Health Center	669	413	62%
Outreach Community Health Centers	4,583	1,236	27%
Progressive—Hillside Family Health Care	294	223	76%
Progressive—Lisbon Avenue Health Clinic	424	354	83%
Sixteenth Street Community Health Center—Chavez	189	81	43%
Sixteenth Street Community Health Center—Parkway	256	136	53%
Total	7,507	2,828	38%

Source: My HealthDIRECT

Community Health Centers: Kept Appointments

Percentage of Completed FQHC Appointments, 2012 YTD

47% Show Rate

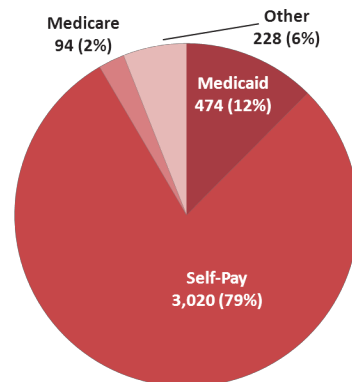
Medical Home Established

Estimated Percentage of Referred Patients with Two or More Appointments Completed, January - June 2012

55% Stick Rate

Scheduled Appointment Payer Mix

Scheduled Appointments by Payer, 2012 YTD



Source: My HealthDIRECT, FQHC Correspondence

This report was prepared by

1020 N. 12th Street | Suite 4180 | Milwaukee, WI 53233 | 414.219.5100 | www.cuph.org

Center for Urban Population Health
Working together to improve the health of communities