



# EMERGENCY DEPARTMENT CARE COORDINATION INITIATIVE

All too often, individuals who are uninsured or underinsured use the emergency department to access primary care or other ambulatory services. Each year, nearly half of all emergency department (ED) visits in Milwaukee County are classified as non-emergencies\*, with about 65% of those visits for Medicaid and uninsured individuals. The **Emergency Department Care Coordination Initiative**, has worked since 2007 to decrease avoidable ED visits and related hospitalizations, reduce duplicative ED tests and procedures, and connect high-risk individuals with health homes and other health resources, including behavioral health and dental care.

This community-wide health improvement initiative, involving eight adult emergency departments and more than 20 safety net clinics, uses standard transition care management processes, aided by health information technology, to connect patients with appropriate health care services.

In 2016, ED case managers scheduled 5,332 appointments with area safety-net clinics for pregnant women, individuals with chronic medical conditions and frequent ED users.

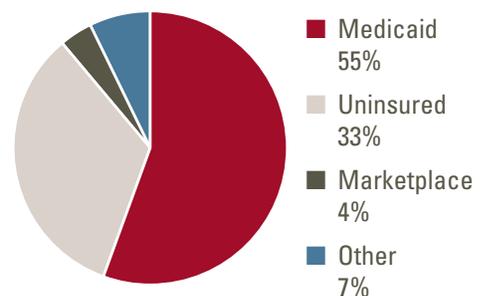
A study conducted by the Center for Urban Population Health in 2012 demonstrated a **44% reduction in subsequent ED visits for those patients who kept their scheduled primary care appointment.**

*\*As defined by NYU ED Algorithm*

## GOALS

- Decrease avoidable emergency room visits and related hospitalizations
- Decrease duplicative emergency room tests and procedures
- Connect Medicaid and uninsured ED patients with medical homes or other health resources

## EDCC PATIENTS REFERRED TO COMMUNITY HEALTH CENTERS 2016

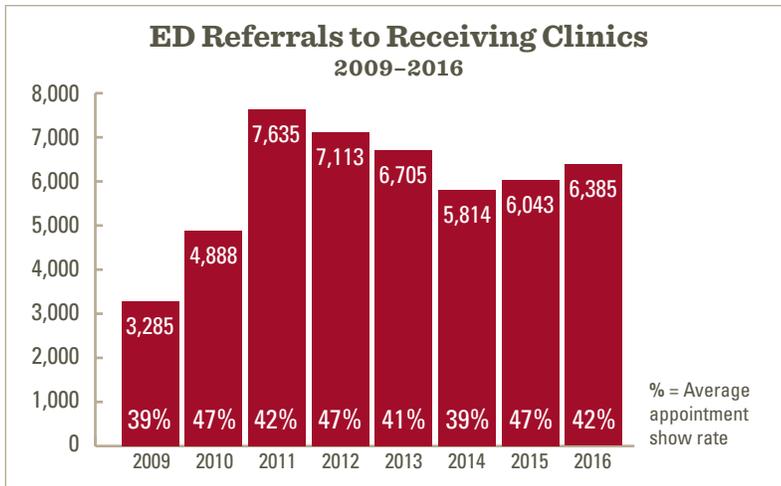


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MILWAUKEE HEALTH CARE

**PARTNERSHIP**

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## TARGET POPULATION

Medicaid and uninsured patients with select diagnoses:

- **Pregnant Women**
- **Chronic Conditions**  
Asthma, COPD, Diabetes, Hypertension, HIV/AIDS, Chronic Seizures
- **Oral Health Conditions**
- **Behavioral Health Conditions**
- **Frequent ED Visitors**

## STRATEGIES FOR IMPROVEMENT

- Community-wide ED care coordination process used in eight adult Milwaukee County EDs, and more than 20 safety net clinics
- Physicians and case managers in EDs identify patients in target population, provide patient education about the importance of a primary care health home, and schedule appointments.
- Care managers at the clinics contact patients before the appointment to welcome them, address barriers to attendance and reinforce the importance of a health home.
- The Wisconsin Statewide Health Information Exchange (WISHIN) enhances clinical decision-making and transition care by providing patient encounter data at the point of care. WISHIN is a platform for community-wide care coordination and a source of information to reduce duplicative ED tests and procedures.
- A web-based appointment scheduling technology, MyHealthDirect, allows clinics to post open appointments and ED case managers to schedule an appointment while the patient is in the ED.
- More intensive ED transition care coordination models are being piloted for frequent users with complex health and social needs.

## ED CARE COORDINATION ORGANIZATIONS

### Participating Milwaukee County Emergency Departments

Ascension Wisconsin

Columbia St. Mary's Hospital

St. Francis Hospital

St. Joseph Hospital

Aurora Health Care

St. Luke's Medical Center

St. Luke's South Shore

Sinai Medical Center

West Allis Medical Center

Froedtert & the Medical College of Wisconsin

Froedtert Hospital

### Receiving Clinics

Gerald L. Ignace Indian Health Center

Milwaukee Health Services, Inc.

Outreach Community Health Centers

Progressive Community Health Centers

Sixteenth Street Community Health Centers

Other Free and Community clinics

Oral and Behavioral health clinics

### State of Wisconsin Department of Health Services

### Medicaid Managed Care Organizations

### Wisconsin Statewide Health Information Network

Health Information Exchange

### MyHealthDirect

Web-based Appointment Scheduling Tool