MILWAUKEE HEALTH CARE PARTNERSHIP

Connect to Care Program

OVERVIEW

The Emergency Department to Medical Home Program (EDMH) has worked since 2007 to decrease avoidable ED visits, reduce duplicative ED tests and procedures, and connect or reconnect high-risk patients with health homes and other health resources, including behavioral health and dental care.

This community-wide health improvement initiative, involving eight adult EDs and more than 20 safety-net clinics, uses standard transition care management processes, aided by health information technology, to schedule patients with appropriate follow-up health care services prior to ED discharge. **Since 2009, ED case managers have scheduled more than 60,000 appointments with area safety-net clinics.**

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

GOALS

Connect or reconnect residents to health homes to improve health outcomes.

TARGET POPULATIONS

- People with chronic and infectious disease
- Women of child-bearing age
- People with mental health and SUD issues
- People with oral health issues
- Other at-risk populations (aging, children, disabled)
- Target zip codes to drive equity
- Unestablished patients motivated to establish a health home

2023 PROGRAM EXPANSION

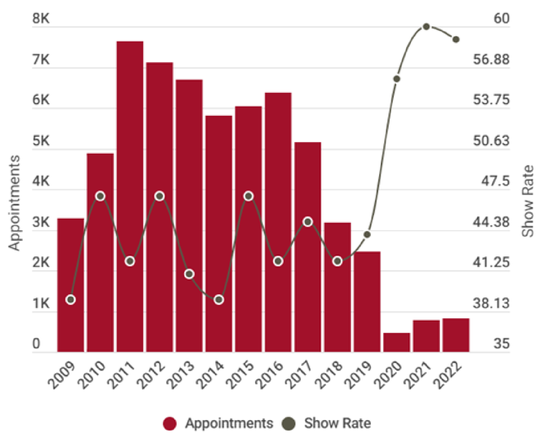
As the health care delivery landscape shifts and patient needs and utilization patterns change, **the program is expanding the number of participating referring and receiving organizations** to ensure residents get timely, clinically appropriate and acceptable access to a variety of health care services.

Moving forward, the EDMH Program will be renamed the **Connect to Care Program** to reflect this expansion in scope.

Referral best practices will also be shared to increase referral show rate. This includes patient education on the importance of a medical home, offering patient choice, pre-appointment outreach, and assistance with transportation barriers.

OUTCOMES

Connect to Care Show Rate and Referrals by Year



PARTICIPATING MEMBERS

Current partners:

- All Milwaukee emergency departments (referring)
- Milwaukee Health Department (referring)
- Health system mobile health (referring)
- All FQHCs and large safety-net clinics (receiving)

Future referral partners:

- Inpatient hospitals
- Mobile health units
- Community-based lead testing clinics
- Health department clinics
- Community paramedics

Future receiving clinic partners:

- Milwaukee County Behavioral Health Services Access Clinics
- Additional dental clinics
- Medication-Assisted Treatment providers

CURRENT PARTICIPATING CLINICS