

Connect to Care Program

OVERVIEW

The Connect to Care Program (formerly Emergency Department to Medical Home Program) 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 more than 20 referring sites and 10 receiving clinics, uses standard transition care management processes, aided by health information technology, to schedule patients with appropriate follow-up health care services before the patient leaves the point of care site. **Since 2009, health system and community staff 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.**

GOAL

Connect or reconnect residents to health homes and other health resources to improve health outcomes.

TARGET POPULATIONS

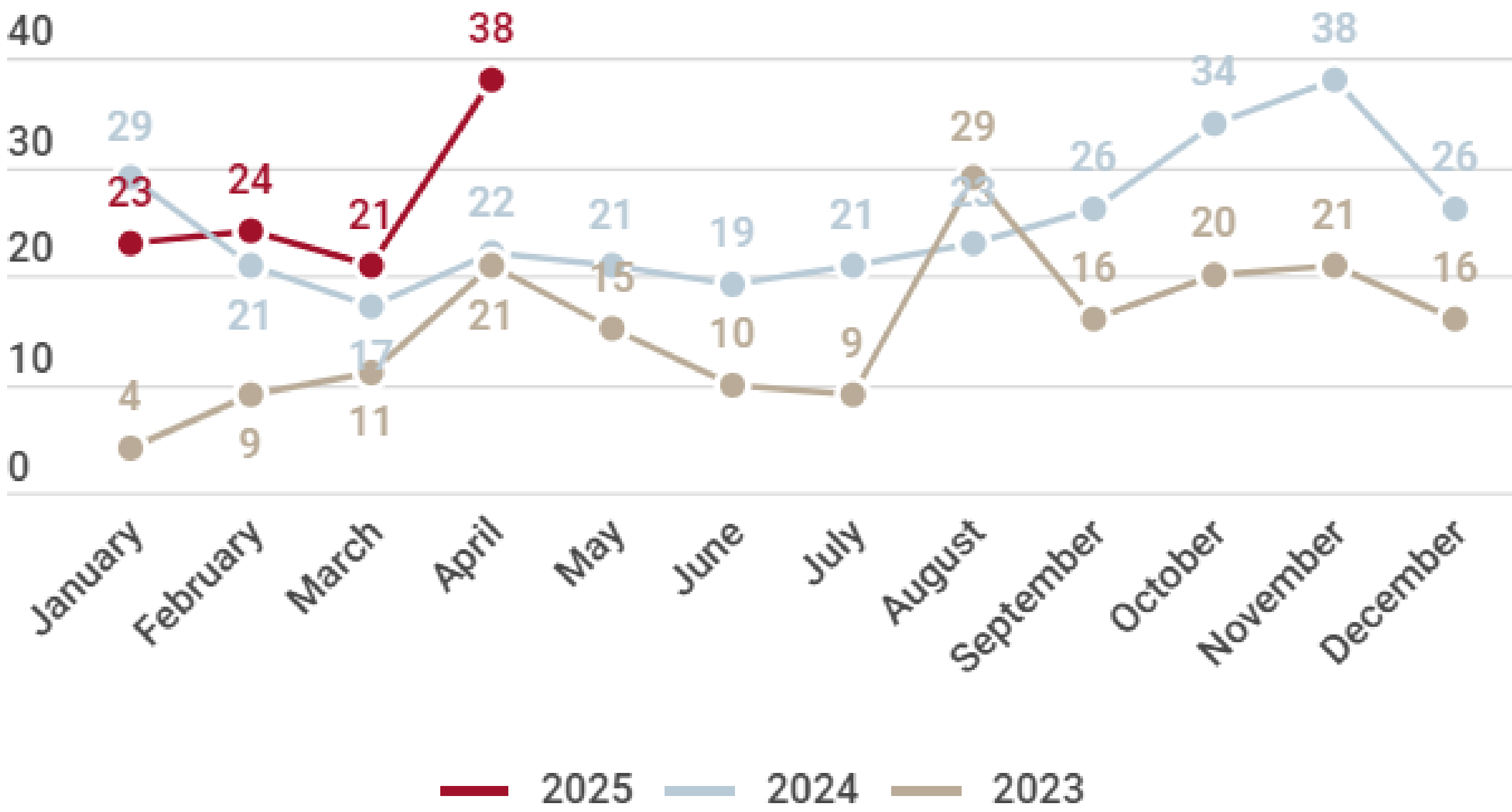
- People with chronic and infectious disease
- Women of child-bearing age
- People with mental health and SUD concerns
- People with oral health care needs
- Other at-risk populations (aging, children, disabled)
- Target zip codes to drive equity
- Unestablished patients motivated to establish a health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

OUTCOMES

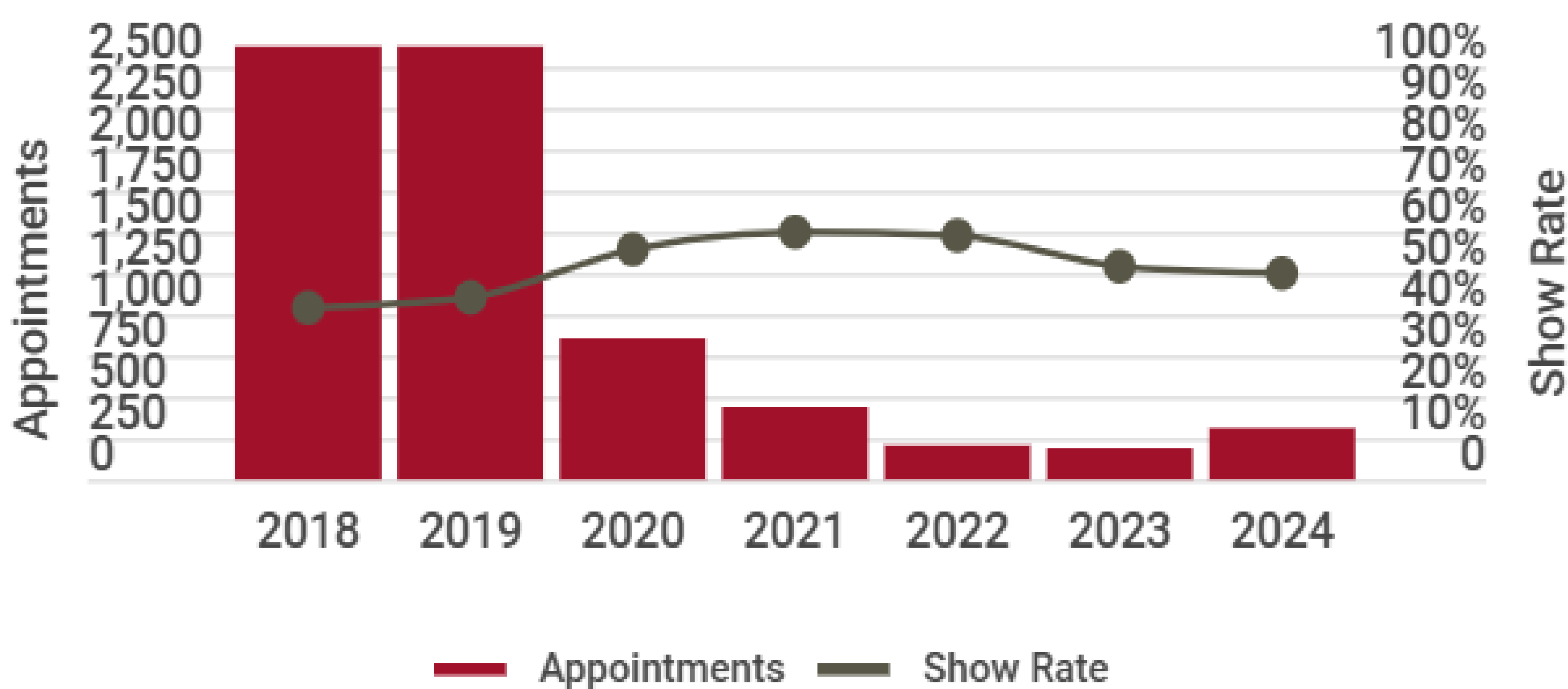
As the health care delivery landscape shifts and patient needs and utilization patterns change, this program continues to expand in both number of participating entities and capacity for appointments to ensure residents get timely, clinically appropriate and acceptable access to a variety of health care services.

The Connect to Care Program had a **70% increase in appointments** scheduled from 2023 to 2024.

Connect to Care Appointments 2023-YTD Comparison



Connect to Care Show Rate and Referrals by Year



PARTICIPATING MEMBERS

Scheduling Organizations

- Ascension Wisconsin
- Aurora Health Care
- Froedtert ThedaCare Health
- Milwaukee area health departments
- Milwaukee area fire departments

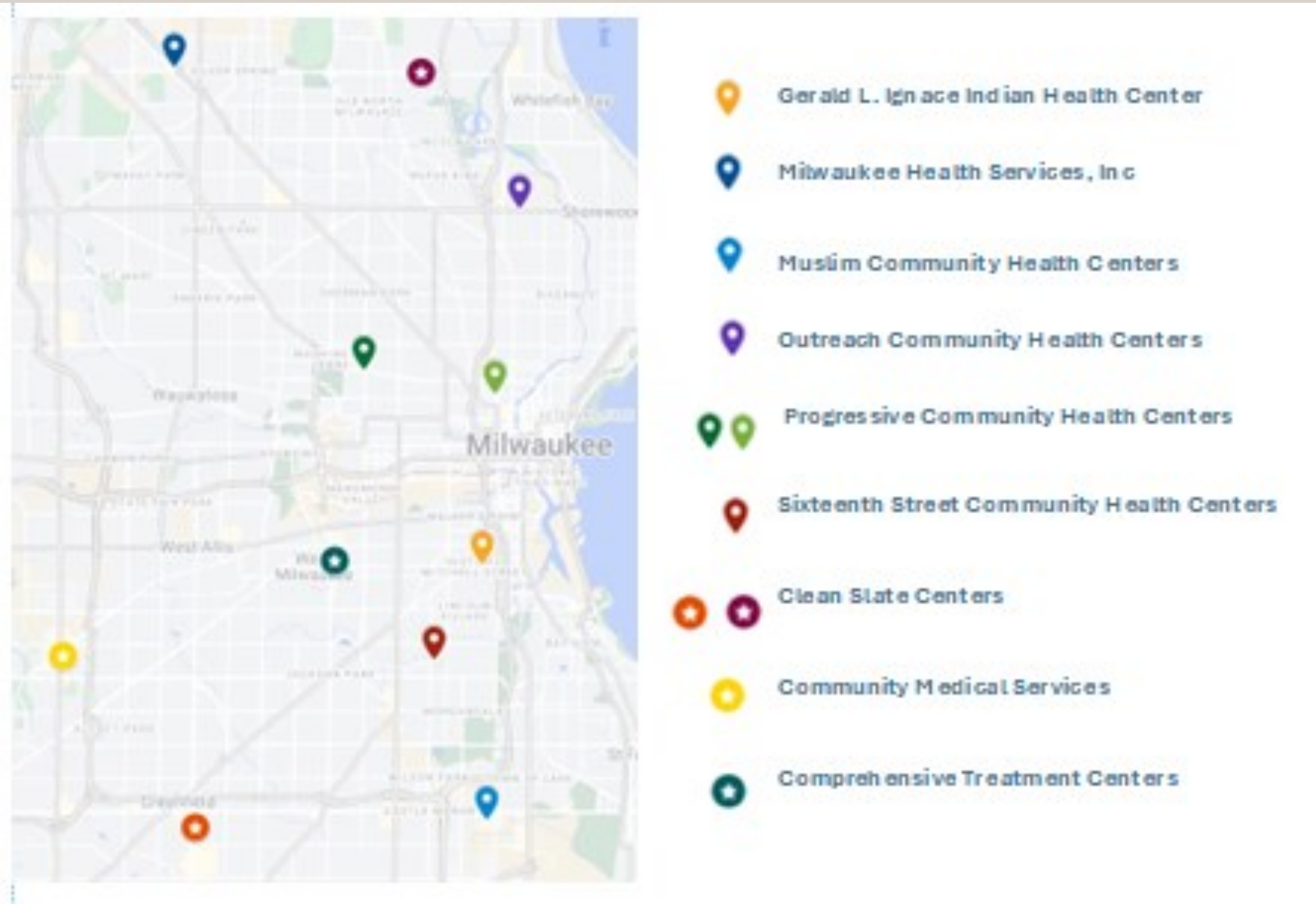
Receiving Clinics

- Gerald L. Ignace Indian Health Center, Inc.
- Milwaukee Health Services, Inc.
- Outreach Community Health Centers
- Progressive Community Health Centers
- Sixteenth Street Community Health Centers
- Milwaukee area free and community clinics
- Substance use disorder clinics

Experian

Web-based appointment scheduling tool

RECEIVING CLINIC LOCATIONS



***Not pictured: Pamela Parker Community Outreach Health Clinic in Menomonee Falls*