



Maryland Chapter American College of Emergency Physicians

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About MD ACEP

- Maryland ACEP represents the interests of emergency physicians and their patients throughout the State of Maryland.
- Emergency physicians proudly serve as *the health care and social safety net* for our community.
- We provide care for everyone, including the poor, uninsured, and disenfranchised.
- We cannot and do not deny care to anyone.
- We are available 24/7/365

Emergency Department (ED) Issues

- EDs face many challenges:
 - Recruitment and retention of physicians
 - Lack of on-call specialists
 - Liability pressures
 - Increasing uncompensated care vs. Declining reimbursement
- The Result: Maryland EDs are overcrowded

One Major Challenge: Chronic Care Patients

- EDs are challenged with managing chronic care illnesses that would be better served in another location.
- EDs are very good at providing acute care, but chronic care management is not our forte, eg. blood pressure and diabetes.
- Patients with chronic illnesses often do not know who their primary care physicians are and have problems getting appointments for follow up, thus they come to the ED.



One Major Challenge: Chronic Care Patients

- Frequent flyer studies on ED utilization find that these patients make up a disproportionate percentage of ED visits.
- The profile of these patients is that they have chronic illnesses that are poorly managed and are psychologically and socially challenged.
- EMTALA and Prudent Layperson do not allow us to refuse or divert patients once they arrive at the ED.
- The opportunity is to reach these patients before coming to the ED



Possible Solutions for Chronic Care Patients

- Medical Home
 - Besides access to a PCP, they often need case worker and other support services including education on their disease and home management.
- Better access:
 - The standard office practice that works for other populations may not work well with the Medicaid population.
 - Same day appointments or walk in availability
 - After hours and weekend access
 - Providing patients with off-hour phone advice that can give them timely clinic or primary care appointments, etc
- Better chronic disease management to reduce exacerbations.

Questions ??

