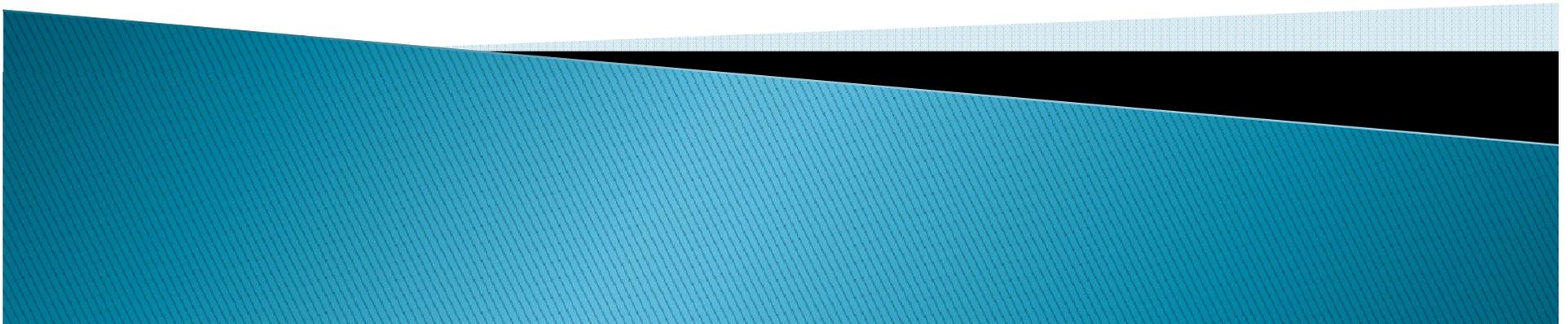
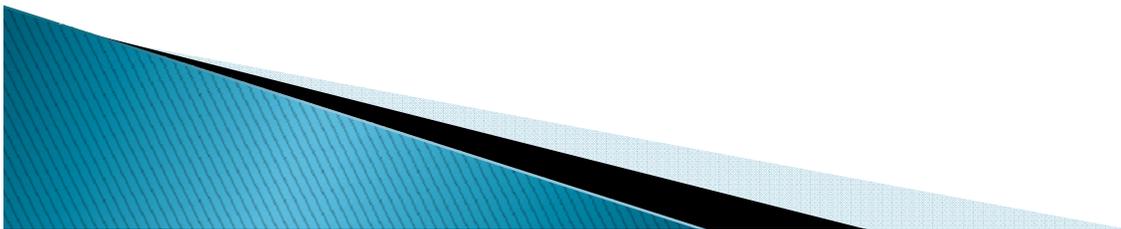


Emergency Department Over Utilization

MID-ATLANTIC ASSOCIATION OF
COMMUNITY HEALTH CENTERS

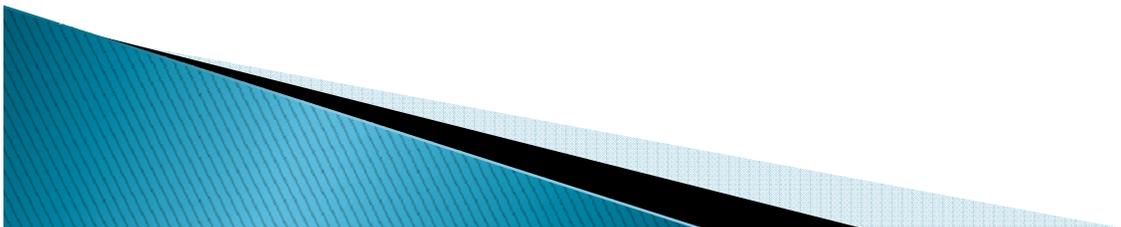


Contributing Factors



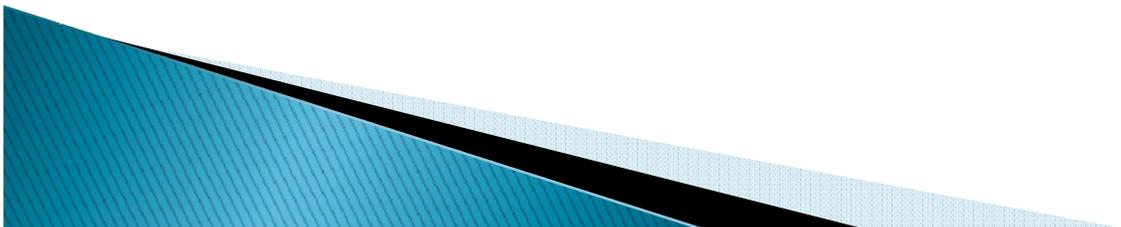
No Communication and Coordination Between Payer, Provider and the ED When the Patient is Discharged

- ▶ Without this valuable information there is no way to proactively address the problem through intervention strategies such as education and or case management

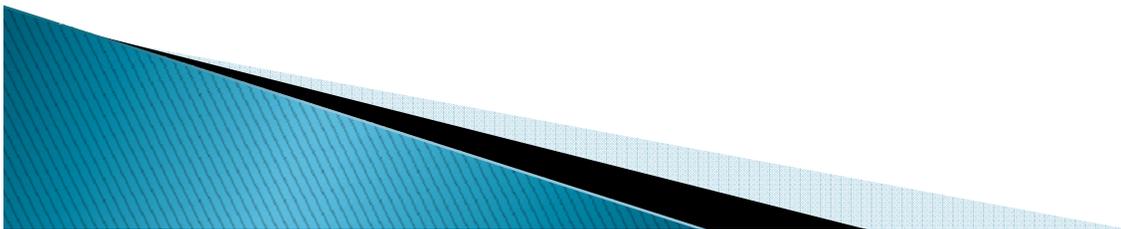


No Sharing of Claims Data Showing ED Utilization

- ▶ No feedback loop to alert providers of patient ED usage and outcomes in the aggregate



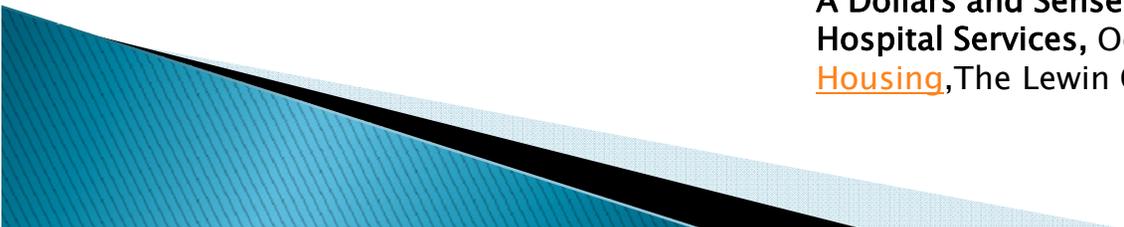
What's Working?



Case Management for “Frequent Flyers”

- ▶ Evaluation results prepared by The Lewin Group, an independent healthcare policy research and management consulting firm, show a 61% decrease in ED visits and a 62% decrease in inpatient days for clients enrolled in programs that address the medical and social services needs of frequent users for two years.

A Dollars and Sense Strategy to Reducing Frequent Use of Hospital Services, October 21, 2008, [Corporation for Supportive Housing](#), The Lewin Group



Coalition of Stakeholders

- ▶ There should be a regular meeting of payers, providers and the state (Medicaid) for the sole purpose of reduction of ED overuse
- ▶ Information should not be kept in silos
- ▶ The savings actualized should be **reinvested back into providers**

