



EMERGENCY DEPARTMENT CARE COORDINATION INITIATIVE

All too often, individuals who are uninsured or underinsured use the emergency department to access primary care services. In 2012, nearly half of emergency department (ED) visits in Milwaukee County were classified as non-emergencies*, with 67% of those visits for Medicaid and uninsured individuals. Since 2007, the Milwaukee Health Care Partnership, through its **Emergency Department Care Coordination Initiative**, has worked 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.

This community-wide health improvement initiative uses standard transition care management processes, aided by health information technology, to connect patients with primary care services. Ten adult hospital EDs and more than 10 community clinics in Milwaukee County participate, including four federally qualified health centers (FQHCs).

In 2012, ED case managers scheduled more than 7,000 primary care appointments with area safety-net clinics for pregnant women, individuals with chronic medical conditions and frequent ED users. Patients kept their initial appointments 47% of the time, and approximately 46% returned for a second appointment within six months. A study conducted by the Center for Urban Population Health demonstrated a 44% reduction in subsequent ED visits for those patients who kept the 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 targeted Medicaid and uninsured ED visitors with medical homes

In 2012, patients who kept their scheduled primary care appointment had a 44% reduction in subsequent ED visits.



ED CARE COORDINATION PARTNERSHIP MEMBERS

Milwaukee County Emergency Departments

Emergency Department Medical Directors and Case Management Leadership

Aurora Health Care

St. Luke's Medical Center

St. Luke's South Shore

Sinai Medical Center

West Allis Medical Center

Children's Hospital of Wisconsin

Columbia St. Mary's Hospital Milwaukee

Froedtert Hospital

Milwaukee County Behavioral Health Division

Wheaton Franciscan Healthcare

St. Francis Hospital

St. Joseph Hospital

Federally Qualified Health Centers and Other Safety Net Clinics

Chief Medical Officers and

Case Management Leadership

Milwaukee Health Services, Inc.

Outreach Community Health Centers

Progressive Community Health Centers

Sixteenth Street Community Health Center

City Of Milwaukee Health Department

Other Free and Community clinics

State of Wisconsin Department of Health Services – Medicaid Division

Medicaid Managed Care Organizations

Wisconsin Statewide Health Information Network

Health Information Exchange

MyHealthDirect

Web-based Appointment Scheduling Technology

TARGET POPULATION

Medicaid and uninsured patients with select diagnoses:

- **Pregnant Women**
- **Chronic Conditions**
Asthma, COPD, Diabetes, Hypertension, HIV/AIDS
- **Dental Pain**
- **Frequent ED Visitors**

STRATEGIES FOR IMPROVEMENT

- Community-wide *ED to Medical Home* process used in all Milwaukee County EDs, FQHCs and other safety net clinics
- Physicians and case managers in EDs identify patients in target population, provide patient education about appropriate ED use, and schedule appointments with primary care health homes.
- Care managers at the clinics contact patients before the appointment to welcome them and reinforce the importance of a health home.
- A health information exchange, the Wisconsin Statewide Health Information Network, enhances clinical decision-making by providing appropriately private and secure patient encounter history at the time and point of care, creating a platform for community wide coordination of care.
- A web-based appointment scheduling technology, *MyHealthDIRECT*, allows clinics to post open appointments and ED case managers to schedule a primary care appointment electronically while the patient is in the ED.

MILWAUKEE HEALTH CARE

●
PARTNERSHIP

mkehcp.org | 2320 N. Lake Drive | Milwaukee, WI 53211 | (414) 270-4923