

# Reducing Unnecessary Visits to the Emergency Department

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# Background

- Willamette Valley Community Health (WVCH) is a coordinated care organization serving Medicaid recipients residing in Marion and Polk Counties
- Approximately 96,000 covered members
- Four hospitals within the WVCH service area: Salem Hospital, West Valley Hospital, Silverton Hospital and Santiam Memorial Hospital
- Approximately 550 providers serve WVCH members

# Project Aim

## **Reduce unnecessary emergency department visits amongst super utilizers**

### Targets:

- Reduce unnecessary ED visits among program participants by 25% from the baseline population of ED utilization
- Develop a mechanism for identifying and engaging program participants
- Track utilization of members with daily reports received from WVCH's three community hospitals
- Coordinate member care across the health care system

# Project Team

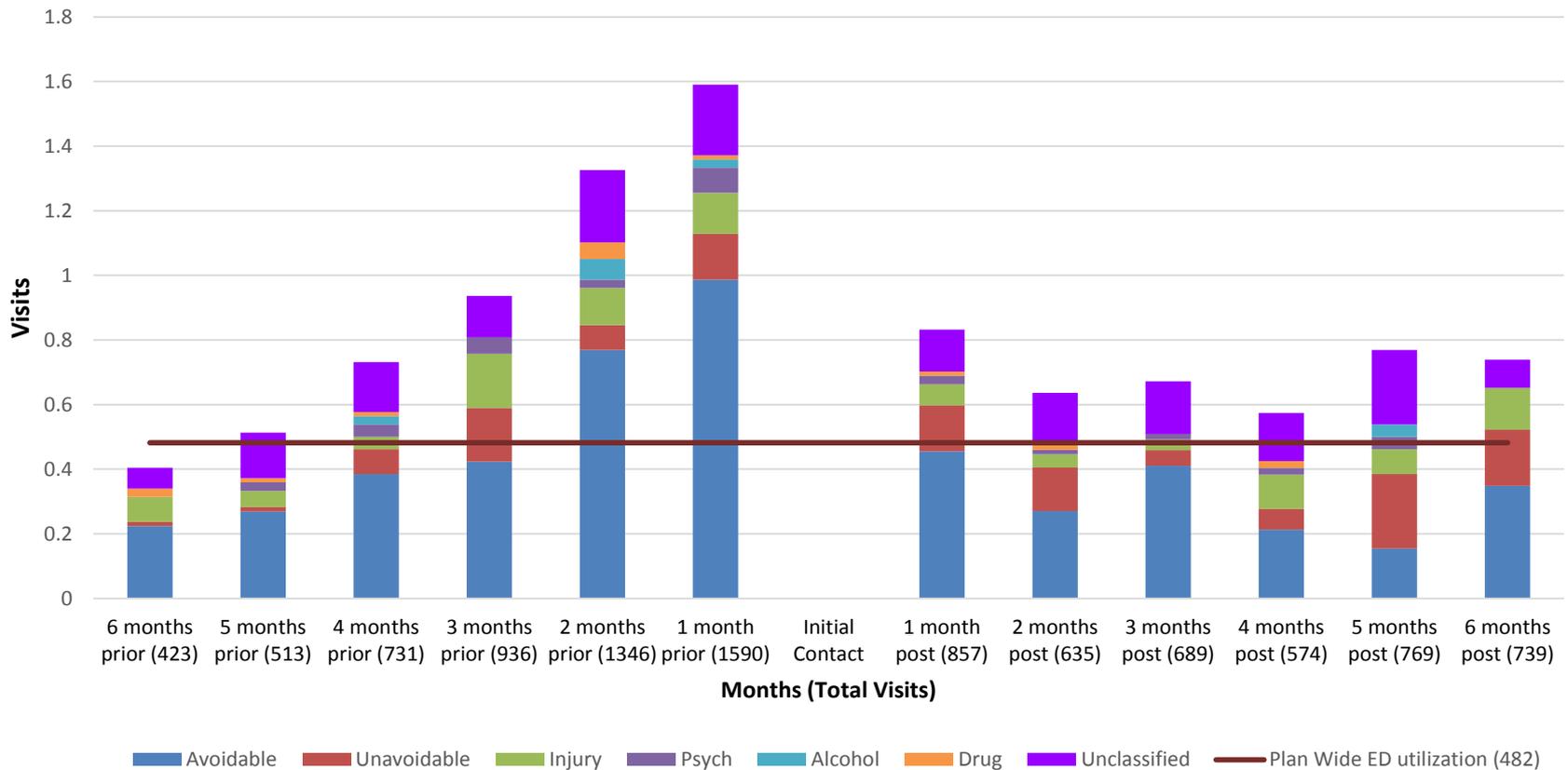


## Emergency Department Intervention Team

(Left to right, back to front): Heather (navigator), Kimra (RN operations/case management), Jim (navigator), Kristi (navigator), Debbie (navigator), Shane (coordinator), Tahimi (navigator), Dr. Lueken (team lead)

# Project Measures

## Average Emergency Department Visits Per 1000 Members Enrolled



# Progress To Date and Next Steps

## Progress to date

- Codified emergency department intervention team policies and procedures to increase continuity and enhance tractability
- Designed a process to stratify program participants based on medical complexity and member need

## Next steps

- Maximize emergency department information exchange and hospital systems to optimize detection of high-utilizing members
- Align with behavioral health peer support for enhanced integration of member services
- Spread community awareness of the program
- Continue to support the evolution of the program that enables WVCH to follow participants across various stages of utilization