

# Ellenville Regional Hospital & The Institute of Family Health Westchester Medical Center PPS

## Our Cohort

(Data reflects May '15 – Oct. '15)

Initial cohort was defined as patients with 5+ ED visits for chronic pain



## Our Actions

### Patient Identification

- Implemented a **Super Utilizer EMR flag** and created a **provider alert** process

### Planning

- Created a **Chronic Pain Policy** to decrease opioid medication use in the ED
- Created the **'Drivers of Utilization'** form to determine the underlying cause of visit

### Management

- Connected patients to the Institute for Family Health **Care Navigator** for **post-discharge telephonic outreach**

### Follow-Up

- Implemented an Institute for Family Health **integrated workflow for warm hand offs/referrals**
- Created a **pain contract** between the primary care provider and patient

### Lessons Learned

- Establishing **standardized practice guidelines** through the Chronic Pain Policy and gaining the support of Medical Staff and community providers was pivotal in sustaining and continuing the work of the Action Team
- Utilizing **non-medical staff** (hospital case management and Social Workers) is crucial for outreach and building patient relationships

### Patient Story

- 68 year old female lacked family support and transportation
- During the 6 months prior to program start, she had 37 ED visits, intervention occurred on 3/16/16, and she has had 6 ED visits in the 6 months post-intervention
- Patient was engaged by care team who identified mental health, housing, transportation and food service needs
- Care team facilitated Health Home enrollment and connected patient with mental and primary care, transportation, respite stay, and a local food pantry services

## Our Impact

### Patient Engagement

(Nov. '15 – Apr. '16)

24	Cohort patients came to the hospital since Care Navigator placed in ED
16	Patients have been engaged by the Care Navigator
12	Patients connected to services

### Hospital Utilization

	Before (May. '15-Oct. '15)	After (Nov. '16-Jul. '16)	%Δ Rate (/month)
ED Visits	69.7 /month	38 /month	-45.5%
Opioid Orders	63.6 /month	19.2 /month	-69.8%
Opioid Administered to General Population	167 /month	96 /month	-42.5%

self reported data up to July 31, 2016