



Efforts to Reduce Avoidable Emergency Department Utilization

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Overview

Inappropriate use of the hospital emergency department (ED) negatively affects many involved with the delivery of healthcare, including: patients, physicians, healthcare facilities, state health quality scores and budgets.

CoventryCares of West Virginia (CCWV) has developed an inappropriate ED diversion process with the goal of reducing unwanted ED visits, and fostering a patient-to-primary care physician (PCP) relationship. The process includes the identification of barriers, development of programs, and implementing creative agreements with partner providers.

Barriers

Identified barriers to primary care that promote the inappropriate use of the ED include:

-  Convenience of the local ED
-  Limited local healthcare resources
-  Insufficient off-hour access to primary care
-  Unfamiliarity with the local healthcare system
-  Cultural ED usage over an extended amount of time
-  State program copay logic only affects 5 – 10% of TANF population

CoventryCares ED Initiatives

CCWV has implemented multiple ED diversion initiatives to reduce inappropriate ED utilization, and promote better coordinated primary care. These initiatives include:

- ➔ Expanded PCP after-hours through provider incentives
- ➔ Care coordination and data sharing programs through health home provider agreements
- ➔ Case management interventions for high ED utilizers
- ➔ Coordinated discharge planning from inpatient care to better align follow-up outpatient services and avoid unwanted ED visits

CoventryCares Provider Agreement Incentives

CCWV has agreements with provider groups that includes incentives and data sharing arrangements with the goal of reducing inappropriate ED utilization. Provider agreements may include :

- ➔ Incentives for PCPs that offer after-hour availability
- ➔ Data sharing of PCPs high ED utilizers including diagnosis information
- ➔ ED utilization trending data by PCP practice to track seasonality and comparisons between multiple PCP provider groups