Reducing Emergency Room Use: A Telephonic Intervention

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The Issue

- National Priorities Partnership stated current waste of $38 billion towards non-urgent care
- More than half of the current emergency room use is avoidable
- Frequent utilizers are the very young and the elderly
- One-third of visits are made during business hours
Objective and Background

Objective:

• To reduce emergency department utilization by participating in a telephonic intervention

Support for Intervention:

The Influence of a Postdischarge Intervention on Reducing Hospital Readmissions in a Medicare Population – Constantino et al

Impact of a Patient-Centered Pharmacy Program and Intervention in a High-Risk Group – Moore et al

After-Hours Care in Suburban Canada: Influencing Emergency Department Utilization – Jones et al
Methods

- Patients will be targeted by using an automated list that is generated based on avoidable emergency department visits.
- The parents of patients who are 17 years of age and younger will be called.
- Outreach will be conducted by health promoters and myself using created script.
- A pre-survey and post-survey administered.
Health Education

- Symptomatic approach
- Vomiting
- Diarrhea
- Constipation
- Earache
- Fever
Goals

• To reach 339 frequent-utilizers
• To provide health education in a manner in which patients are engaged and fully understand
• To reduce emergency room use in the targeted group
• Results will be gathered upon completion of intervention and follow-up

