

# Health Share of Oregon

<i>Name of Project</i>	<b>ED GUIDES</b>	<b>STANDARD TRANSITIONS</b>	<b>INTERDISCIPLINARY COMMUNITY CARE TEAM</b>
<b>Stage of Project Development</b>	Implementation and Evaluation	Implementation and Evaluation	Implementation and Evaluation
<b>Identification</b> <i>What is your target population and how did you identify them?</i>	<ul style="list-style-type: none"> <li>• Low-acuity patients in the emergency department who need ongoing care.</li> <li>• All payer types.</li> </ul>	Patients discharging from in-patient or out-patient hospital visit.	<ul style="list-style-type: none"> <li>• Adults with 6 or more ED visits or one non-obstetric in-patient hospital admission in a year.</li> <li>• Avoidable admits that may have been initiated by care coordination and/or community support</li> </ul>
<b>Intervention</b> <i>Which intervention(s) do you plan to use?</i>	A team of guides educates patients about follow-up care and help with getting appointments at appropriate locations.	<ul style="list-style-type: none"> <li>• Standardized discharge summary.</li> <li>• Clinic staff call discharged patients within 24 hours.</li> <li>• Medication reconciliation with discharged patients.</li> <li>• Patients are scheduled to meet their PCP within 72 hours of discharge.</li> </ul>	Non-traditional health care workers: <ul style="list-style-type: none"> <li>• Health Resilience specialists in local clinics</li> <li>• New Directions, social workers in OHSU ED</li> <li>• CHIPs (Central City Concern Old Town Clinic and Recovery Center) outreach workers, QMHP, and RN work together</li> <li>• Peer Wellness Specialists (Cascadia Behavioral Health) provide peer support.</li> </ul>
<b>Implementation</b> <i>How do you plan to implement these interventions?</i>	<ul style="list-style-type: none"> <li>• Providence program manager is responsible for implementation and maintenance, w/ help from steering committee.</li> </ul> ED sites include: <ul style="list-style-type: none"> <li>• Providence Portland Medical Center</li> <li>• Providence Milwaukie Hospital</li> <li>• Providence St. Vincent Medical Center</li> </ul>	Intervention developed and implemented by: <ul style="list-style-type: none"> <li>• Program director</li> <li>• Project manager</li> <li>• Partner hospital</li> <li>• Clinic staff</li> <li>• Steering committee</li> </ul> Sites include: <ul style="list-style-type: none"> <li>• Legacy, Providence and OHSU Hospitals</li> <li>• Legacy, Providence, OHSU and Multnomah County clinics</li> </ul>	Sites include: <ul style="list-style-type: none"> <li>• CareOregon</li> <li>• Central City Concern</li> <li>• OHSU Hospital</li> <li>• Cascadia Behavioral Health</li> </ul>
<b>Workforce</b> <i>Who in your organization will be implementing the work?</i>	Main program staff: <ul style="list-style-type: none"> <li>• Program manager</li> <li>• 9 ED guides</li> </ul>	Main program staff: <ul style="list-style-type: none"> <li>• Program manager</li> <li>• 9 ED guides</li> <li>• Hospital and clinic staff</li> </ul>	Main program staff: <ul style="list-style-type: none"> <li>• Program director</li> <li>• Program managers</li> <li>• RNs</li> <li>• Social workers</li> <li>• Others</li> </ul>
<b>Evaluation</b> <i>How will you be evaluating this work?</i>	Community-wide quality monitoring and reporting system Aims: <ul style="list-style-type: none"> <li>• Reduce cost/utilization</li> <li>• Improve experience</li> </ul> Evaluation relies on: <ul style="list-style-type: none"> <li>• Operational program data</li> <li>• Medical claims</li> <li>• Patient surveys</li> <li>• Qualitative interviews</li> </ul>	Evaluate number comparisons for: <ul style="list-style-type: none"> <li>• High emergency room utilizers</li> <li>• High cost medications</li> <li>• High overall cost</li> </ul>	Evaluation relies on: <ul style="list-style-type: none"> <li>• Operational program data</li> <li>• Medical claims</li> <li>• Patient surveys</li> <li>• Qualitative interviews</li> <li>• Total costs of care</li> <li>• Hospital and ED utilization</li> <li>• Experience of care</li> </ul>
<b>Resources</b> <i>How are you funding this work?</i>	<ul style="list-style-type: none"> <li>• Health Commons Grant funded by CMMI</li> <li>• In-kind support from Health Commons partners</li> </ul>	<ul style="list-style-type: none"> <li>• Health Commons Grant funded by CMMI</li> <li>• In-kind support from Health Commons partners</li> </ul>	<ul style="list-style-type: none"> <li>• Health Commons Grant funded by CMMI</li> <li>• In-kind support from Health Commons partners</li> </ul>
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