



Emergency Department Information Exchange (EDIE): A Tool for Enhancing Care Coordination

Presented by:

Susan Kirchoff-OHLC Project Leader EDIE/PreManage

What is EDIE?

- Real-Time ED Information Exchange
- Notifies on High Utilizer/Complex Needs Patients
- Improves Communication and Care Coordination
- First Info Exchange Across all WA/OR Hospitals
- Proactive, Concise, Actionable Data at Point of Care
- Push Technology - Notices/Alerts Within Care Provider Workflow
 - Anticipates provider needs (no need to look up a patient)

How Does EDIE Work?

- Patient Presents in ED
- Admission Record Auto Interfaced to CMT
- CMT Identifies Patient, Sends Notice Based on Pre-Defined Criteria:
 - 5 or more visits in last 12 months
 - 3 different ED's in last 60 days
 - Other criteria as desired by facility
- EMR Integration, Fax, Phone, Email or Report
- EMR Integration – EDIE Alert on ED Tracking Board at the Point of Care –or- Single Sign-on Web
- Care Guidelines or Care Plans can be quickly entered and Shared Outside of Authoring Facility

Why EDIE?

- Identify high utilization patients that present to ED
- Provide ED's with critical information in real time to improve care outcomes
- Support the management of patients with complex care coordination and enhanced communication
- Help manage the influx of newly covered individuals
- Reduce costs

EDIE in Oregon

2013

- OHLC Evidenced Based Best Practice identifies ED use as a high cost area for all lines of business; explores best practices
- EDIE selected as recommended solution for statewide adoption

2014

- Utility model developed—funding by Health Plans, Hospitals and OHA
- EDIE statewide implementation-- a collaborative effort between CMT, OHLC OHA, OAHHS

What is PreManage?

- Complementary product for health plans, clinics, group practices, etc.
- Expands real-time notifications to medical groups, CCO's, health plans, care managers, social workers etc. to better manage their patients.
- Notifications available: ED Visits, Inpatient Admission, Discharge & Transfers (ADT), Summaries
- Customizable by health plan or provider

Goals of PreManage

- Reduce medically unnecessary (re)admissions
- Improve outcomes (patients)
- Reduce system expenses (payers)
- Rationalize scarce resources (providers)
- Close communication gaps across settings, clinics/medical groups, CCOs, health plans and hospitals

EDIE ALERT 09/24/2014 14:18 PM Mouse, Mickey (DOB: 01/04/1952)

This patient has registered at the Ford Medical Center Emergency Department. You are being notified because this patient has recommended Care Guidelines. For more information visit: Please login to PreManage and search for this patient by name.

Care Providers

<u>Provider</u>	<u>Type</u>	<u>Phone</u>	<u>Fax</u>	<u>Service Dates</u>
WENDY K SMITH ARNP		(801) 856-8575	(855) 343-7671	Current
JAMES D BROWN MD	Narcotics Prescriber	(801) 856-8575	(855) 343-7671	Current

ED Care Guidelines from Ford Medical Center

Last Updated: Wed Nov 17 10:35:40 MDT 2014

2 other facilities are applying these Care Guidelines in their EDs.

Security Alert:

Patient has posed a security threat in the past, and has been escorted off the premises by security on multiple occasions. If the patient becomes aggressive, call the security desk at 385-555-1246.

Care Recommendation:

Pain contract and scheduled substance prescribing: Patient had a controlled substance agreement with Dr. Smith but Dr. Jamison. **Dr. Jamison prescribes regular 1 mg Clonazepam, 1 mg Lorazepam, and hydrocodone as needed.** Please do not use controlled substances in the ER unless there are new objective findings.

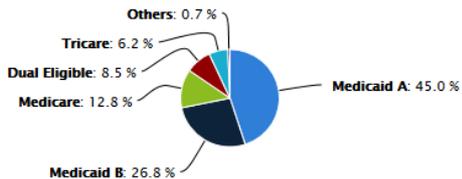
<u>Visit Date</u>	<u>Location</u>	<u>Type</u>	<u>Diagnoses</u>
12/04/2014	Ford Medical Center	Emergency	- Headache - Cough
11/18/2014	Ford Medical Center	Inpatient	-
11/03/2014	Ford Medical Center	Emergency	- Long-term (current) use of other medications
10/24/2014	Providence Centralia Hospital	Emergency	- Other chronic bronchitis - Fever, unspecified
10/12/2014	Ford Medical Center	Surgery	-
10/08/2014	Ford Medical Center	Emergency	- Headache - Cough - Person feigning illness
09/30/2014	Murray Medical Center	Inpatient	



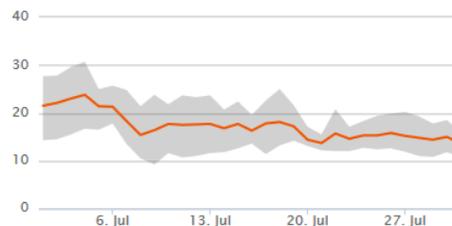
Account Summary

1 month 1 week 1 day 12 hours 1 hour

Monitored Members by Line of Business



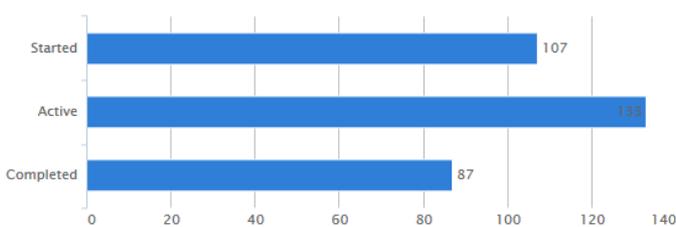
Online Users: 23
Patients Accessed: 341



Alerts

- Daily ED Census Report Run Successfully
- February Data Upload Failed
- January Data Upload Succeeded

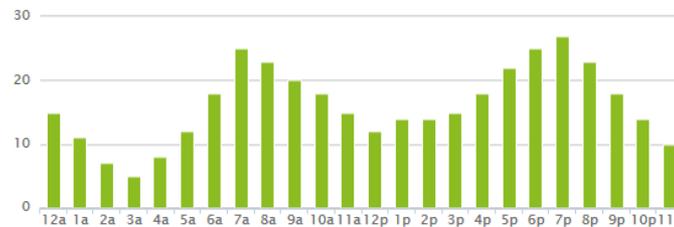
WorkFlows



Trending Most Active

Count	Description
513	Case Manager Correspondence / Interaction With Patient
380	Primary Care Follow Up Visit Confirmation
315	Case Manager Assignment to High Utilization Patient
258	Concurrent Review
242	High Risk Cardio Patient Engagement
186	Patient Utilization Information Sent to Third Party Care Coordinator
154	Clark County Medical Home Patient Engagement
113	Tele Outreach Program
109	At Risk Pregnancy Outreach Prompts
82	Patient Assigned to New PCP

Notifications



Trending Most Active

Count	Description
52 (86%)	In-patient PCP Notification
38 (47%)	ED PCP Notification
20 (44%)	ED 3 Visits in 60 Days
15 (31%)	In-patient Geriatric Admit with Pneumonia
33 (29%)	ED 2 Different Locations in 24 Hours
38 (25%)	ED Visit - Patient has no PCP
20 (23%)	Radiation - 15 CTs in 9 Months
10 (20%)	Minors with Asthma
88 (18%)	ED 10 Visits in 6 Months
56 (17%)	In-Patient Re-Admit within 30 Days

Current Status

EDIE

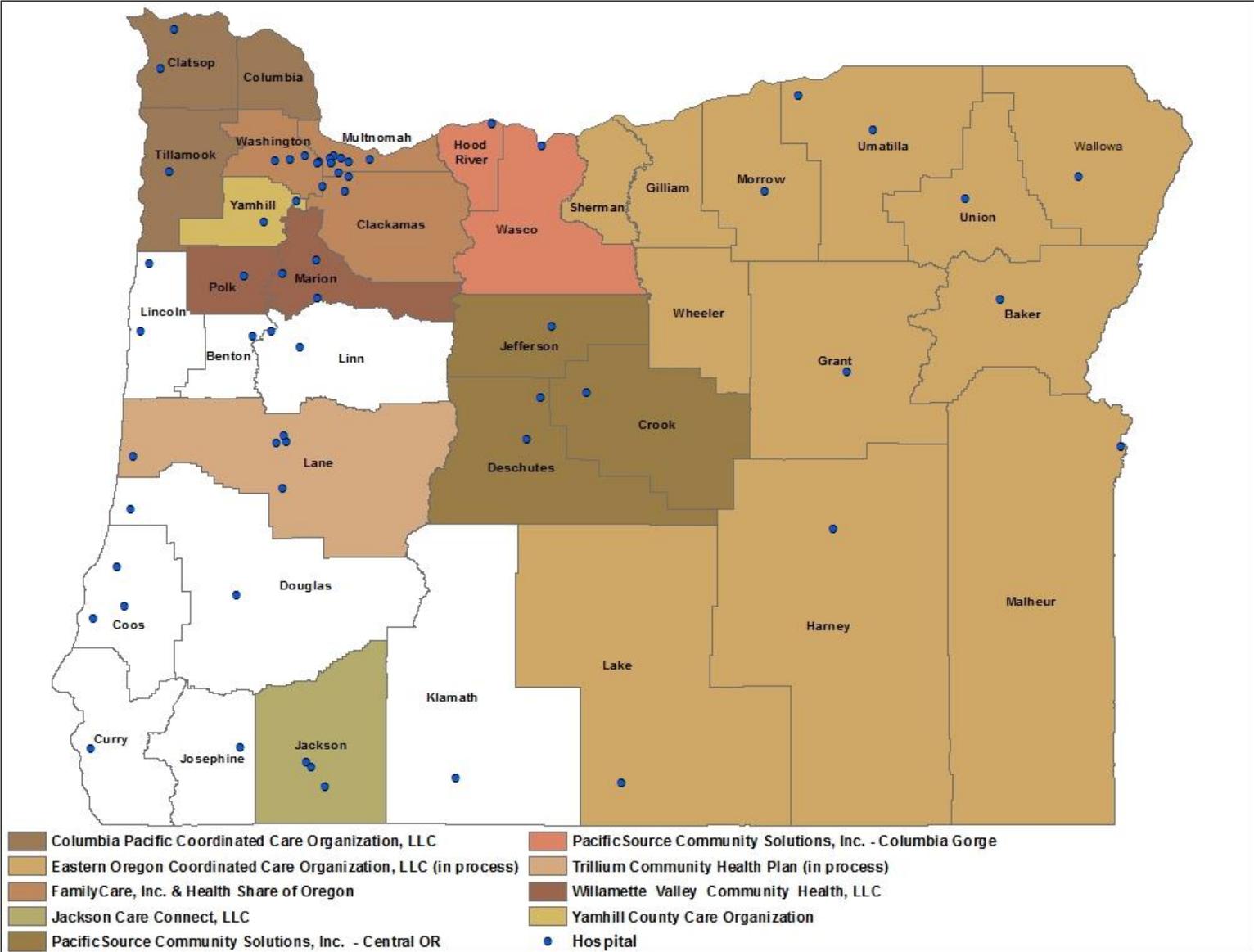
- All 59 hospitals are receiving EDIE notifications
- ED physicians report significant value in knowing all patient' utilization—particularly when accompanied by a care guideline

PreManage

- Many CCO's/Health Plans and primary care practices have adopted PreManage or are in process
- Early Adopters have reported that receiving notifications and the development of care guidelines have enabled them to be more effective in cross organizational care coordination

Hospital Event Data – by County

CCOs (PreManage), Hospitals (EDIE)



The image features two identical glass fishbowls on a light-colored surface. The bowl on the left is filled with clear water and contains five orange goldfish. One goldfish is captured mid-leap, its body arched and tail splashing, with a large spray of water droplets trailing behind it. The other four goldfish are swimming near the bottom of the bowl. The bowl on the right is empty, containing only a small amount of water at the bottom. The text 'Success Story' is overlaid in a large, dark blue, sans-serif font across the center of both bowls. The entire scene is framed by a thick black border.

Success Story

Next Steps

- Identify and support use cases where these tools can accelerate reduction in ED visits, hospital readmissions and improve care coordination:
 - Community adoption (Health Plan, Hospital, Primary Care)
 - Mental Health (ACT, Community MH)
 - Urgent Care
- Advocate for legislation to allow EDIE to access the Oregon Prescription Drug Monitoring Program (PDMP) and add to notification through EDIE to support reduction in opiate prescribing
- Facilitate increased education/training, peer to peer networking and communication of EDIE workflows and practices

Questions???