

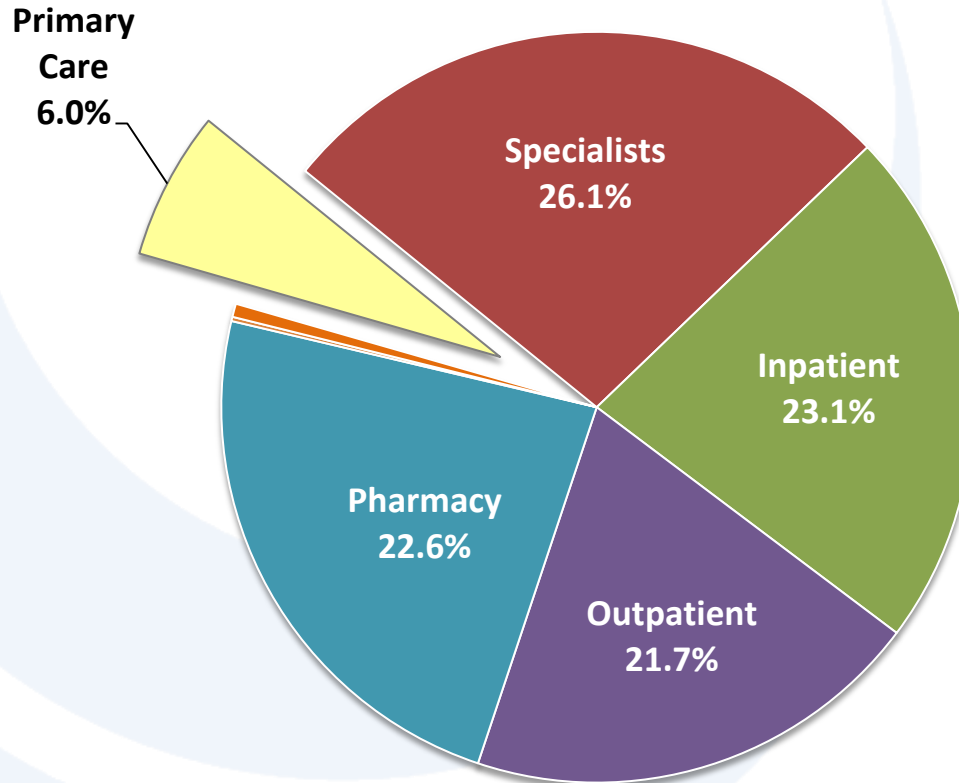
# **HOWARD COUNTY LHIC ACCESS TO CARE WORKGROUP**

**NOVEMBER 20, 2015**

# Healthcare Delivery System Model

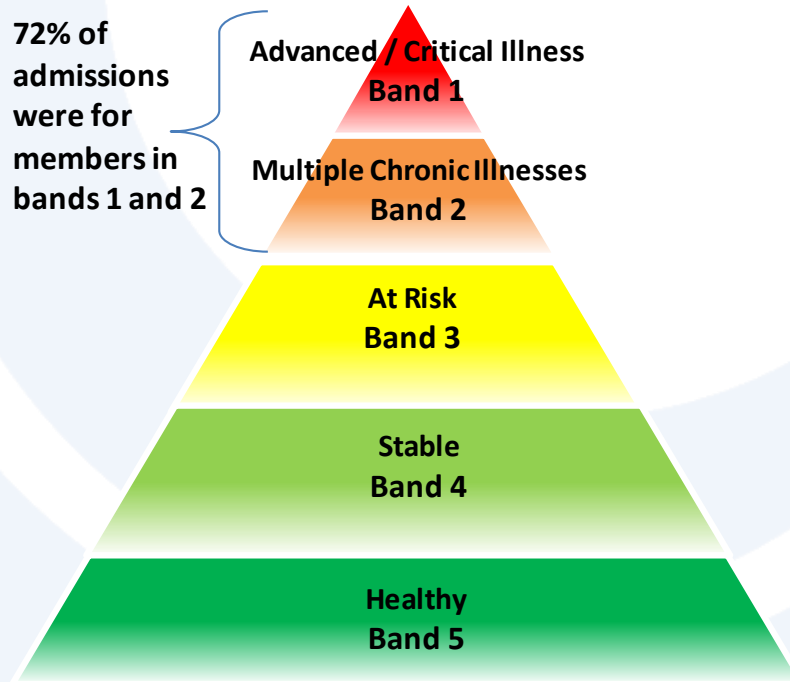
1. Express Care
2. Primary Care Provider
3. Urgent Care
4. Specialty Care/Outpatient
  - Community
  - Tertiary
5. Acute: ED, Observational & Inpatient
  - Community
    - HCGH
    - St. Agnes
  - Tertiary
    - JHM
    - UMMS

# CAREFIRST HEALTHCARE EXPENDITURES FOR MARYLAND 2012



# Expenditures by Wellness Band

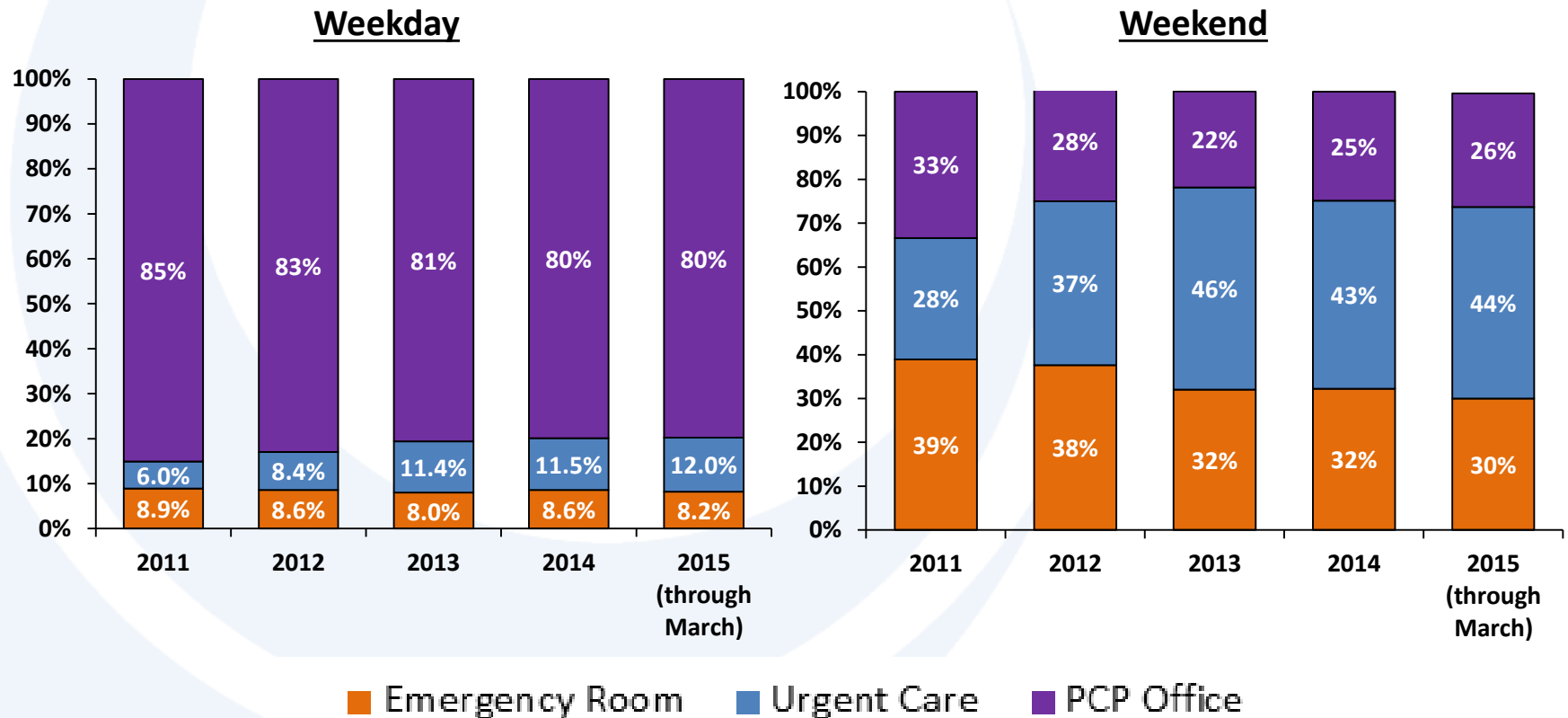
72% of admissions were for members in bands 1 and 2



	Percent of Population	Percent Of Cost	Cost PMPM
Advanced / Critical Illness Band 1	3.2%	36.6%	\$3,215
Multiple Chronic Illnesses Band 2	9.0%	26.2%	\$798
At Risk Band 3	13.1%	17.2%	\$367
Stable Band 4	27.1%	14.5%	\$153
Healthy Band 5	47.6%	5.5%	\$38

# ER Visits vs. Urgent Care and PCP Office

This chart summarizes the proportion of ambulatory visits that occurred in three settings: emergency room, urgent care, and PCMH PCP office over the periods listed below.



Ambulatory ER utilization has decreased over time for weekdays and weekends.

Data from SearchLight report IV.L.

# CareFirst PCMH Program Example Resources

- Local Care Coordinator and TCCI Clinical Programs
- Top Hospital Users Report
- Local Urgent Care Centers
- PCP Contact Sheet
- Patient Letters Templates
- Patient Education Flyers – When & Why to Use Urgent Care

## Report V.G. Top Hospital Users in Last 12 Months



Filter By: All Members | All Providers | Care Plan Eligible

Click on any underlined field below to see additional information.

#	Member Name	DOB	IB Score	Provider	Dominant Episode	# of Admits	# of Readmits	# of ER Visits	Total Admits / Visits	Max Length of Stay	Care Coordination Program/Status*
1			<u>7.84</u>		Hypertension, Essential	0	0	15	<u>15</u>	0	
2			<u>24.11</u>		Coronary Artery Disease	3	6	1	<u>10</u>	10	CCM (C), CCC (A), HTC

### PCP Contact Sheet

WHERE AND WHEN TO GO FOR CARE

When you need medical care, your first call should be to my office.

Contact Information

Practice Name: \_\_\_\_\_

Physician Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Office Hours: \_\_\_\_\_

When you need care and can't reach me, know where to go. If you have a condition that is not life threatening, but requires prompt medical attention, seek out convenience or urgent care.

Convenience Care Center

- Broken fingers
- Burns and rashes
- Colds and flu
- Ear or eye infections
- Fractures and sprains
- Painful sore throats

Urgent Care Center

Or, let a nurse help you. As a CareFirst BlueCross BlueShield and/or CareFirst BlueChoice, Inc. (CareFirst) member, if you can't reach me, or are unsure about the seriousness of your symptoms, you can also call FirstHelp at (800) 534-9706.

Remember, convenience care and urgent care centers don't take the place of your doctor. Medical emergencies require a visit to the emergency room (ER). If your situation is a medical emergency – call 911 or go directly to the nearest emergency care facility.

Convenient. Urgent. Emergent.

### Local Urgent Care Centers

Patients are strongly encouraged to call prior to visit to verify: hours/days of operation, accepted insurance plans, and services offered. All will vary by location.

#### South Anne Arundel and Prince George's Counties

<b>My Care Urgent Care – New Carrollton</b> 8500 Annapolis Rd #100 New Carrollton, MD 20784 (240) 667-2099 Open M-F 8am-8pm, Sa-Sun 9am-5pm	<b>Expresscare – Bowie</b> 6000 Laurel Bowie Rd Bowie, MD 20715 (301) 383-0330 Open M-Su 8am-9pm
<b>Concentra – Lanham</b> 4451 Parliament Place, Suite G Lanham, MD 20706 (301) 459-9113 Open M-F 7am-6pm	<b>Concentra – Capitol Heights</b> 9141 Alkirk Court 15th. 112 Capitol Heights, MD 20743 (301) 469-4655 Open M-F 8am-5pm, Sa-Sun 9am-3pm

**Righttime Medical Care – 22250 Defense Hwy Crofton, MD 21114 (888) 808-6483 Open M-F 9am-5pm**

**AAMC Fast Care – 15520 Annapolis Rd (1916) Bowie, MD 20715 (301) 262-6300 Open M-F 8:30am-8:30pm, Sa 5:30pm, Su 9:30am-4:30**

### ER versus Urgent Care or Doctor's Office Settings

It's important to know ahead of time what to do when you need emergency or urgent care. The chart below can help you decide where and when to go for care.

Symptom	Doctor's office setting	Urgent care center
Animal bites		
Stitches		✓
Bark pain		✓
Wet asthma	✓	✓
Minor headache	✓	✓
Sprits, sprain	✓	✓
Nausea, vomiting, diarrhea	✓	✓
Bumps, rashes, scrapes	✓	✓
Burning with urination	✓	✓
Cough, sore throat	✓	✓
Ear or sinus pain	✓	✓
Eye swelling, irritation, redness or pain	✓	✓
Minor allergic reactions	✓	✓
Rash, minor bumps	✓	✓
Vaccination	✓	✓

Symptom

Sudden or unexplained loss of consciousness

Signs of a heart attack, such as sudden/severe chest pain or pressure

Sign of stroke, such as numbness of the face, arm or leg on one side of the body; difficulty talking; sudden loss of vision

Sudden shortness of breath

### ER Versus Urgent Care

It is important for you to understand your options before you need care, so you can ensure you're getting the right care at the right time.

Please Note: If you are experiencing a medical emergency, please call 911 or go to the nearest emergency room immediately.

Expand All | Collapse All

Description	Emergency Room	Urgent Care Center	Potential Savings
Acute Bronchitis	\$814	\$122	85%
Acute Pharyngitis (Sore Throat)	\$620	\$93	85%
Attention to Dressing / Removal of Sutures	\$345	\$76	78%
Low Back Pain	\$751	\$113	85%
Otitis Media (Middle Ear Infection)	\$498	\$100	80%

Urgent care center costs are significantly less than emergency room visits. We've compiled cost comparisons for treatment of some of the most common ailments at an emergency room vs an urgent care center.

### I'm sick or hurt... Where do I go?

(Or, where do I take my child or parent?)

**CALL OR SEE MY DOCTOR**

Need medical care and feel safe to wait a day.

EXAMPLES ARE:

- Runny nose
- Simple backache
- Sore throat
- Earache

**GO TO URGENT CARE**

Need medical care today and feel safe to wait a few hours.

EXAMPLES ARE:

- Tired but could not reach my doctor
- Reached the doctor and told to go to an Urgent Care Center

**GO TO EMERGENCY ROOM OR CALL 911**

Need medical care now and do not feel safe to wait.

EXAMPLES ARE:

- Trouble breathing or chest pain
- Fainting
- Sudden numbness or weakness
- Uncontrolled bleeding
- Severe pain or serious injury

Brought to you by the Greater Detroit Area Health Council, © 2013 www.gdaha.org / A non-profit health care coalition

# Access Strategies

## Right Time–Right Place–Right Service

### 1. CMP PCP Access

- After Hours On-call
- Daytime, evening & weekend appointments
- Telephone Consultation/Triage
- Walk-in Visits

### 2. Patient and Caregiver Education

- Choosing Wisely
- Education on PCP, Specialty, Urgent Care and ED use
- Information on CMP providers availability in the evenings & weekends

### 3. Care Coordination

- CareFirst PCMH
- CCT Advance PCMH
- JMAP

#### 4. Clinical Information Exchange

- CRISP ENS and Portal Queries
- EPIC CareLink

#### 5. Direct Admission

- Protocols for dx/condition for direct admits
- PCP and Hospitalists Communication

#### 6. Specialty Referral Network Development

- CMP Specialty Network
- JMAP ACO Network

#### 7. Transition Care Management

- Follow-up patients – CRISP ENS ED notifications
- Determine reason for ER visit
- Patient Survey



# Model of Care: Right Time - Right Place – Right Service

## 1. Clinical Information Exchange

- a. CRISP ENS and Portal Queries
- b. EPIC CareLink

## 2. Direct Admission

- a. Protocols for dx/condition for direct admits
- b. PCP and Hospitalists Communication

## 3. Specialty Referral Network Development

- a. CMP Specialty Network
- b. JMAP ACO Network

## Transition Care Management

- - a. Follow-up patients – CRISP ENS ED notifications
  - b. Determine reason for ER visit
  - c. Patient Survey