

# Primary Care Leadership Program



## REDUCING PEDIATRIC EMERGENCY ROOM VISITS

LAUREN BUFORD  
MOREHOUSE SCHOOL OF MEDICINE

# National Statistics from NEHI



- \$38 billion dollars to overuse of Emergency Departments (EDs) nationwide
- Five causes of overuse found
- Highest contributors include: those who lack access, referrals and obligation to treat all who come to ED
- National Survey showed 56% percents of all ED visits are avoidable

AltaMed

*Health Services Corporation*

---

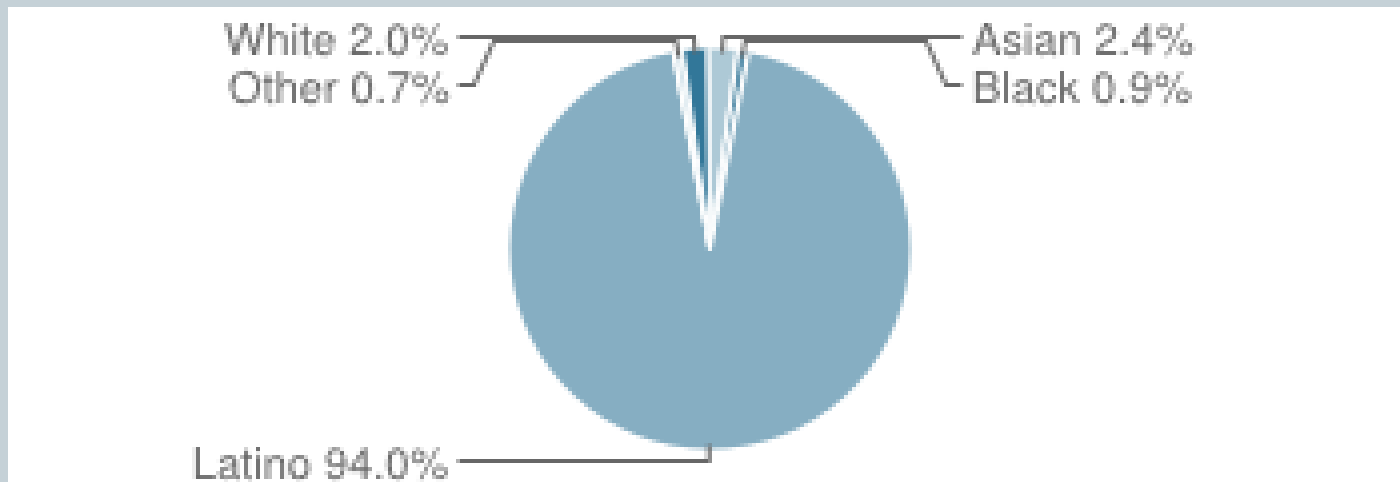


Boyle Heights

# Demographics



- Population of 99, 243 in 2008, based on L.A. Department of City Planning estimates.
- Approximately 6.52 square miles
- 14, 2229 people per square mile
- High percentage of residents younger than 34



# Intervention



- Pre-survey
- Informational Session
- Post-Survey

## Goals:

- Educate mothers about various symptoms
- Help mothers understand what constitutes an emergency
- Provide information about after-hours care



# Outcome



- 24 surveys completed on June 26<sup>th</sup>, 28<sup>th</sup> and July 2<sup>nd</sup>
- Top reasons that constitute emergency: high fever, vomiting, difficulty breathing and serious injury
- 6 out of 24 were aware of after hours care
- 11 out of 24 use the 24 hour nurse advice line
- Zero patients were present the day of the information session

# Modifications



- Surveys and information session in one sitting
- Sessions completed on July 5<sup>th</sup> and July 24<sup>th</sup>
- 9 patients completed session
- 1 out of 9 were aware of after hours care
- 3 out of 9 use the 24 hour nurse advice line



# Testimonials



- “What I liked most about the class was the information”
- “It informed me on the information that will help me as an adult”
- “They explained it all to me...everything was understandable”
- “She was very informative”



# Works Cited



- Issue brief. New England Health Institute, Mar. 2010. Web. 23 July 2012. <[http://www.nehi.net/publications/55/a\\_matter\\_of\\_urgency\\_reducing\\_emergency\\_department\\_overuse](http://www.nehi.net/publications/55/a_matter_of_urgency_reducing_emergency_department_overuse)>.
- Los Angeles Department of City Planning. “Boyle Heights, Mapping L.A.” 2000. Web. 10 July 2012. <<http://projects.latimes.com/mapping-la/neighborhoods/neighborhood/boyle-heights/>>.



**QUESTIONS?**