



# 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*

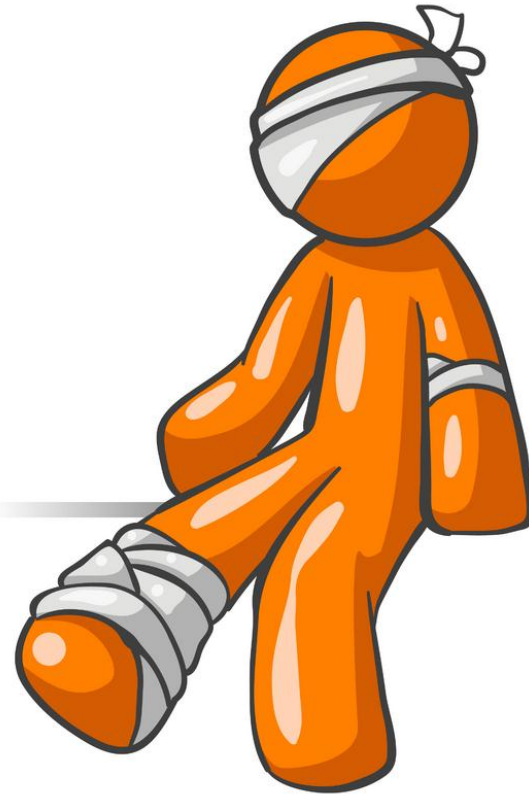
# Methods

- 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





# References

Constantino, Mary E., Beth Frey, Benjamin Hall, and Philip Painter. "The Influence of a Postdischarge Intervention on Reducing Hospital Readmissions in a Medicare Population." *Population Health Management* 00 (2013): n. pag. Print.

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Moore, Janice M., Deborah Shartle, Larry Faudskar, Olga S. Matlin, and Troyen A. Brenne. "Impact of a Patient-Centered Pharmacy Program and Intervention in a High-Risk Group." *Journal of Managed Care Pharmacy* 19.3 (2013): 228-36. Print.