

# Care Alert Program in Chronic Recurrent ED Utilizing Patients: Expanded Study

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1- PGY3 Emergency Medicine

2- PGY2 Emergency Medicine

3- PGY1 Emergency Medicine

4- Emergency medicine Attending

5- Emergency Medicine NP

# Our mission

Above all else, we are committed to the care and improvement of human life.



# Quality Improvement Disclaimer:

"This project was undertaken as a Quality Improvement Initiative at Grand Strand Medical Center, and as such was not formally supervised by the IRB per their policies."

# Our Team:



**Kaitlyn Phelps, DO**



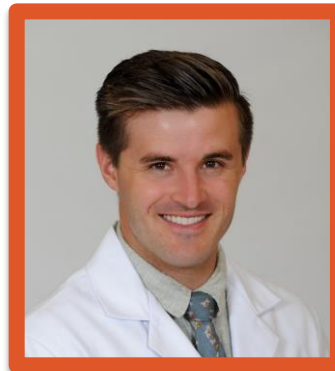
**Jonathan Leggett, DO**



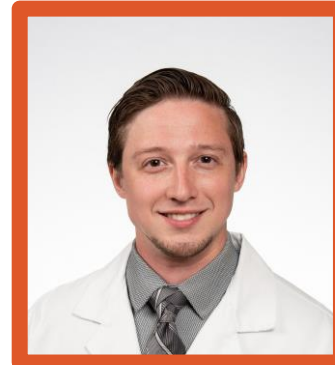
**Erica Gibbons, DO**



**Jonathan Bryan, DO**



**Brent Wright, DO**

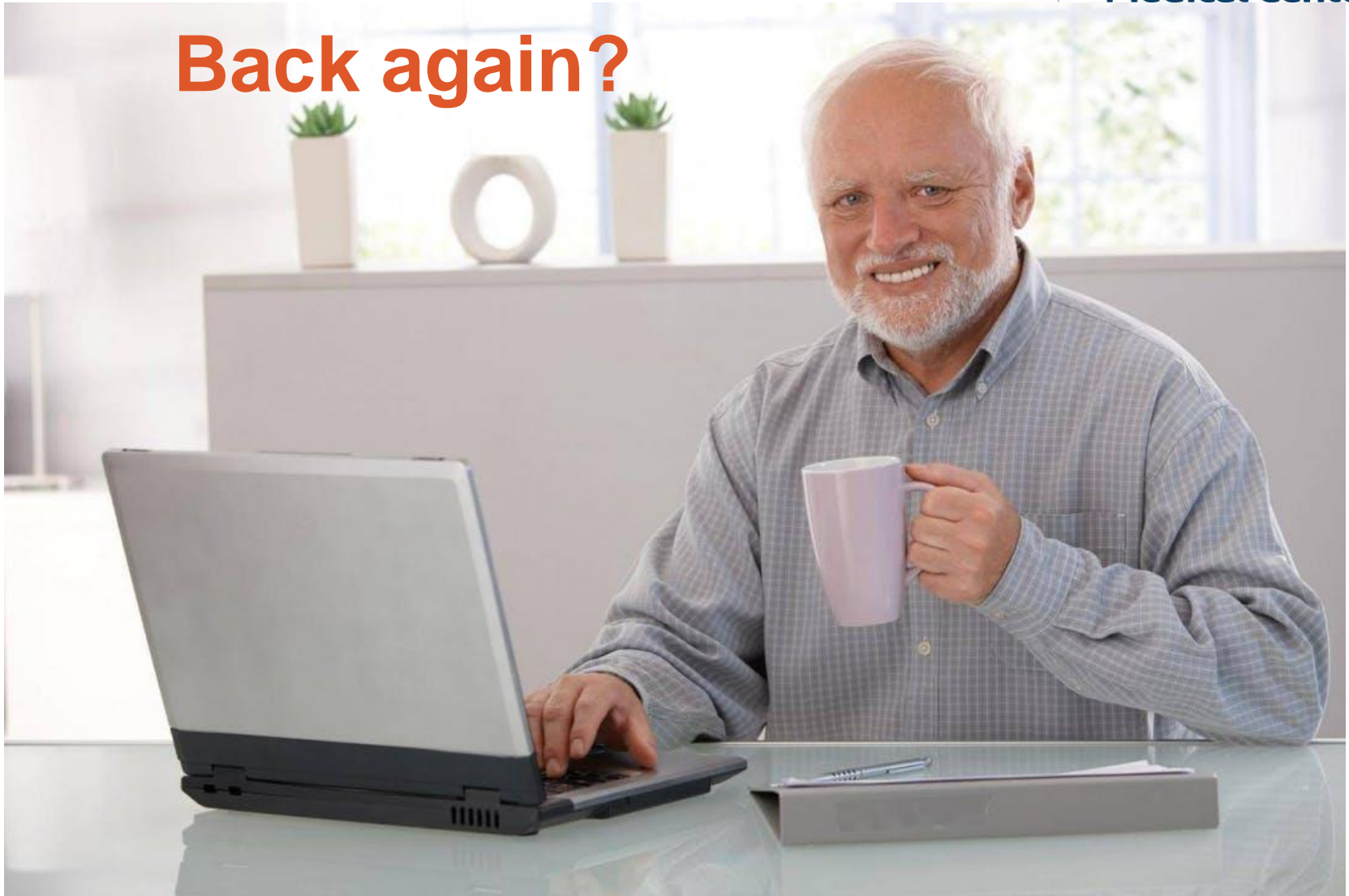


**David Nunez, MD**



**Brian Griggs, NP**

# Back again?



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Image Reference:  
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auto=compress&fm=png](https://uploads.dailydot.com/47b/70/19c9587b0747e60f.png?auto=compress&fm=png)

# Goals of our QI project?



# What's the point?

**Overcrowding  
ER**

**Lack of  
outpatient  
resources**

**Multiple  
complaints/  
dissatisfaction**

**Formalized  
process**

**Reduce  
boarding  
times**

**Standardized  
Patient ED  
Care**

# How did we develop the CA program?

- Developed a care alert committee – clinician driven
- Care alert (CA) committee reviews each file to see if criteria are met

abnormally high  
frequency of ED  
visits and/or

the existence of a  
chronic medical  
issue with a high  
probability of  
recurrent ED visits



# How did we implement the CA program?

## Care Alert Enrollment Review/Recommendations

Reviewer:

Patient:

Background:

Criteria for Enrollment (must be at least 1):

- Abnormally high frequency of ED visits
- Existence of a chronic medical issue with a high probability of recurrent ED visits

Recommended Review for Approval and Input:

ED Treatment Recommendations

Narcotic Pain Control Recommendations

Admission Guidelines:

- In the absence of evidence for an alternative diagnosis warranting inpatient care, consider admission if:

“Jane Doe is a 58-year-old female presents with her “chronic migraine HA”



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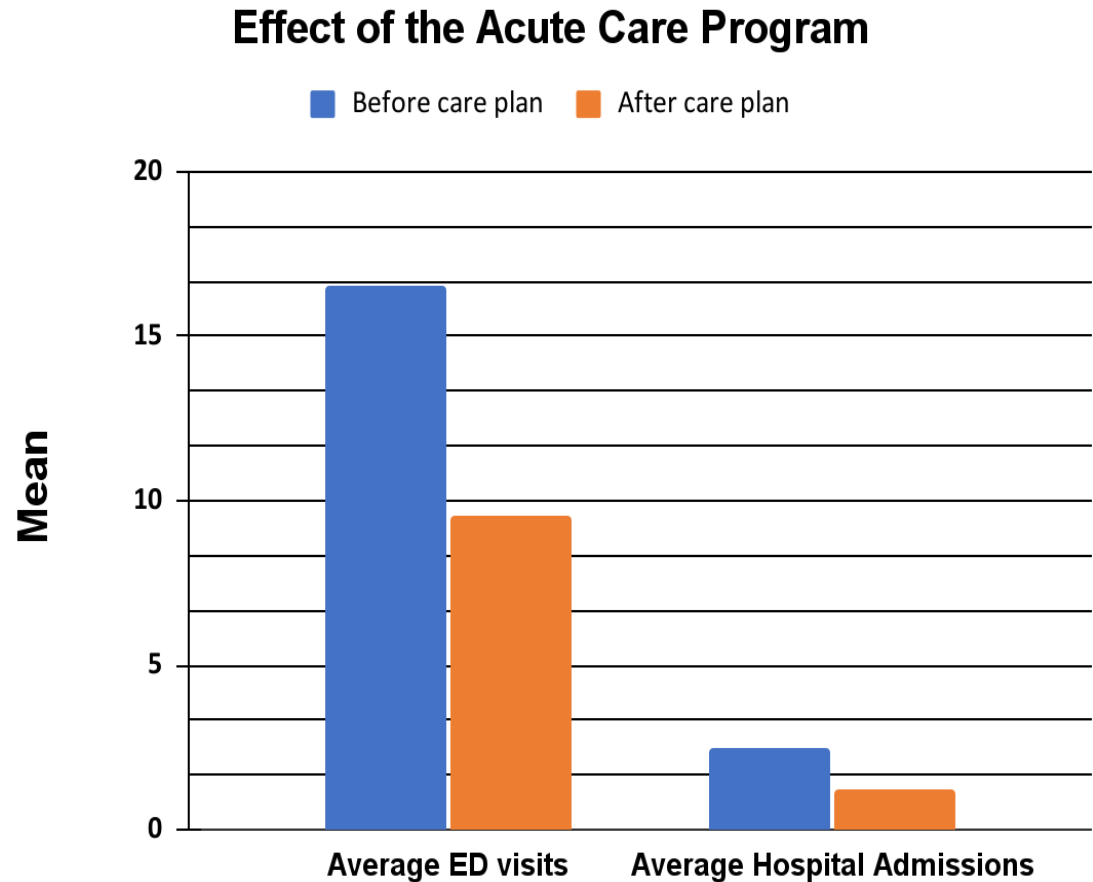
# Case Outcome:

8 months prior to enrollment:  
12 ED visits, 1 hospital  
admissions

8 months after enrollment:  
2 ED visits, 0 hospital admission

# What did we find?

- 46 cases reviewed over 16-month enrollment period
- 42.3% decrease in ED visits (Prior 37%)
- 50.4% decrease in hospital admissions (Prior 45%)





# Conclusion:

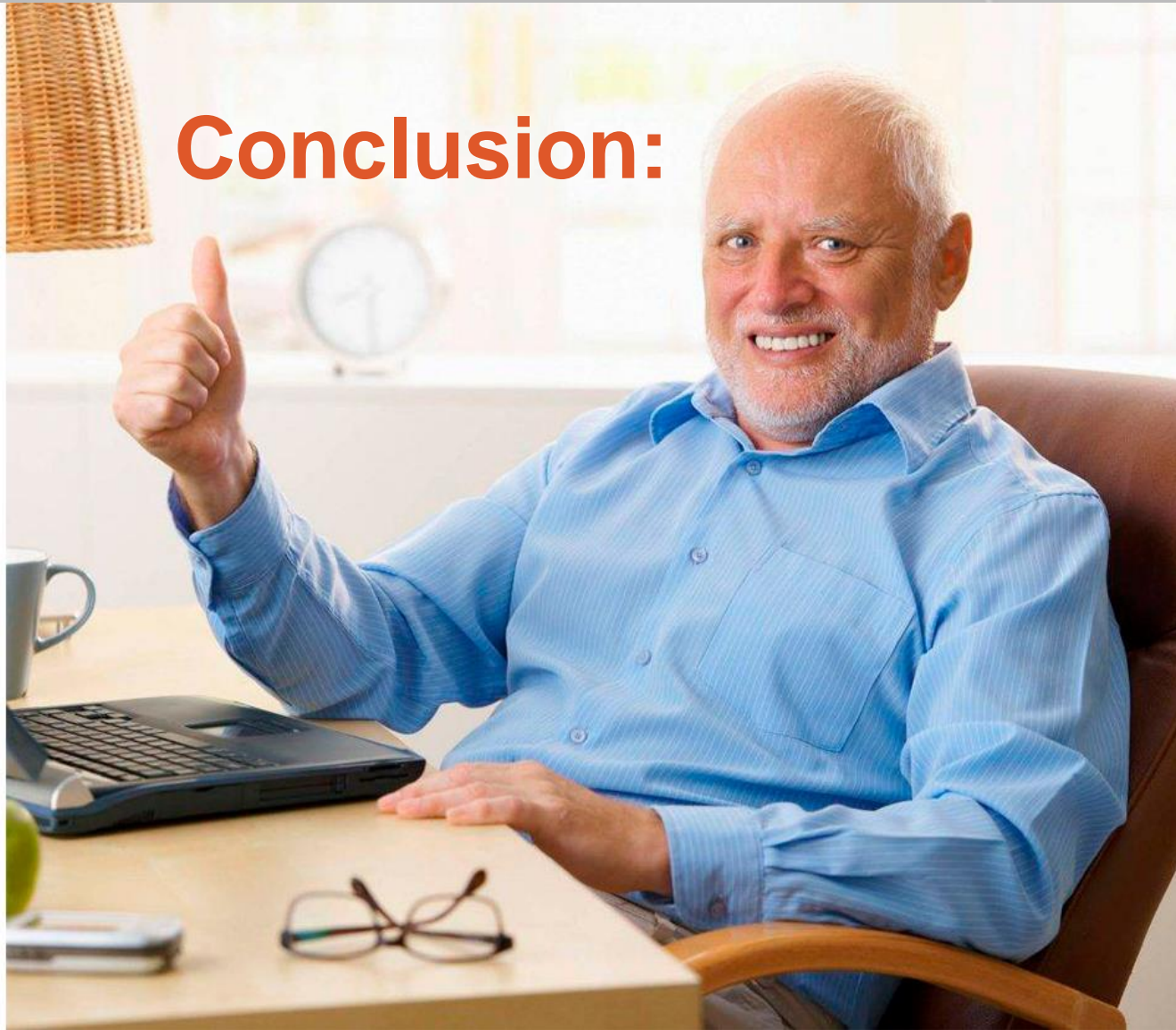


Image Reference: <https://i.imgur.com/2i8ld7.jpg>

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# To submit a patient for review by the care alert committee:

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# What's next for the Care Alert program?



# References

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# Questions?