

**Project Name:** Decreased Emergency Department Utilization through Increased Access

**Date:**

**Prepared By:** Practice Managers, Medical Directors, Directors of Nursing and Nurse Managers

12/21/2015

**Background**

With decreased number of providers patients are utilizing the emergency department at an increased rate

**Current Condition**

- Lack of patient Same day visit slots
- Quick care - Busy, leading to long waits
- Same day spots being booked as follow ups
- Emergency Department follow up plan not sustainable

**Analysis**

- 3rd Next Available
- Number of Emergency Department visits in West Warwick
- Same Day Slots booked in advance
- Review Emergency Department follow up visio/workflow with Medical Assistants, Registered nurses and Nurse care Manager
- Utilize EBO Reports

**Analysis (continued)**

**Action Plan**

Objective	Measures of Success	Action Steps/Responsible Party
• Add quick care providers	• Quick care float in place	• Practice Managers
• Additional staffing	• Quick care less closings	• Directors of Nursing
• Adjust schedule slots	• New providers hired	• Nurse care Managers
• Involve community Health team in emergency department outreach	• Constantly monitor	• Medical Assistants

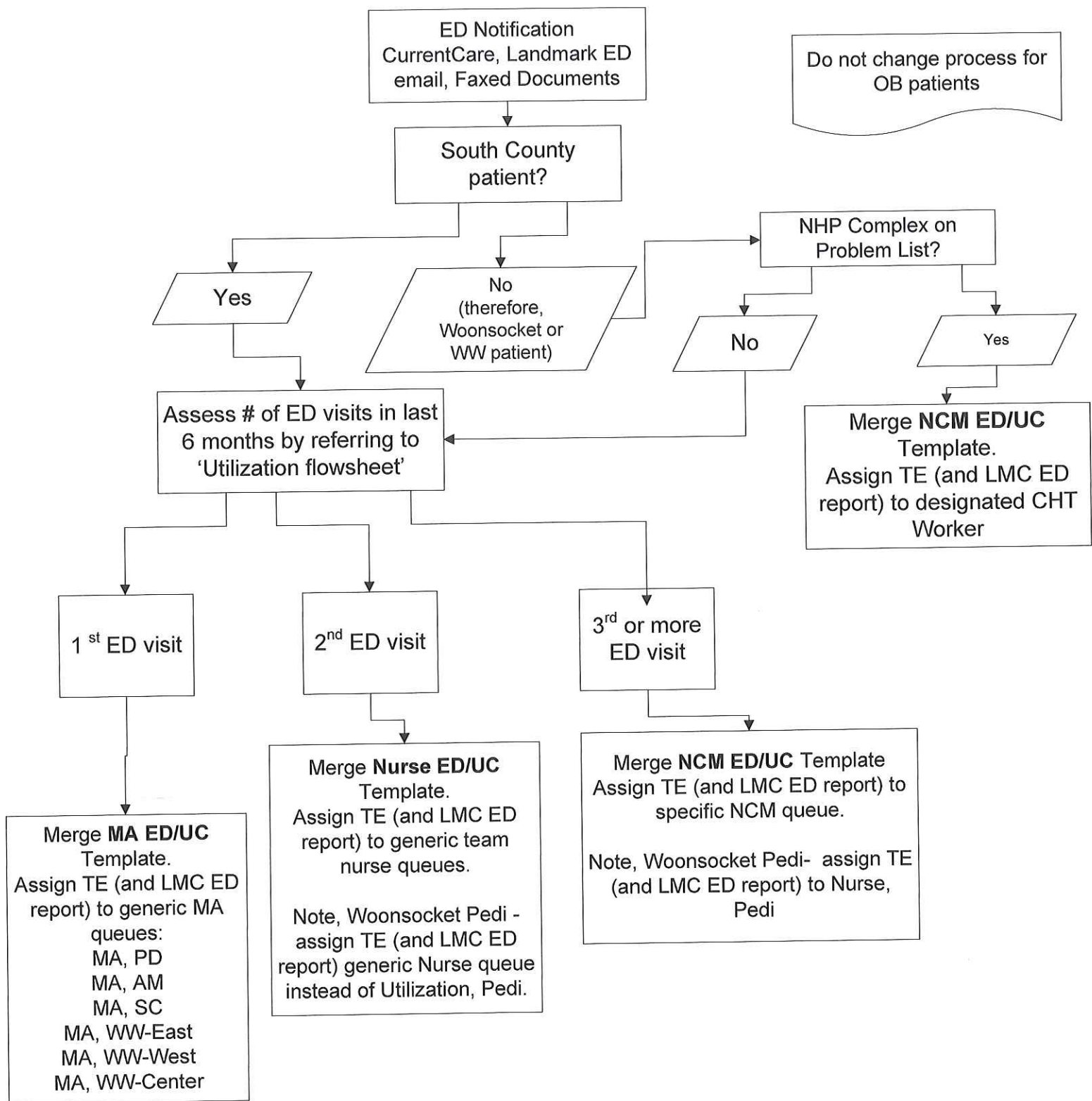
• Add Same Day visits  
 • When appointments are booked patients are informed to reschedule or cancel in advance

**Target Condition Goals**

- Have same Day Slots available every day
- 3rd Next Available for follow up within 30 Days

**Follow - Up**

- Monitor /Track Monthly



<u>Department</u>	Visit Type	January
West Warwick (Adult & Family Medicine Providers)	Average TNAA Basic	25
	Average TNAA Complex	28
	Average TNAA SD	17
	TNAA New Patient (Manual)	61

<u>Department</u>	Visit Type	January
West Warwick Pediatric Providers	Average TNAA Basic	1
	Average TNAA Complex	1
	Average TNAA SD	1
	TNAA New Patient (Manual)	1

<u>Department</u>	Visit Type	January
West Warwick Residency Providers	Average TNAA Basic	32
	Average TNAA Complex	56
	Average TNAA SD	29
	TNAA New Patient (Manual)	106

<u>Department</u>	Visit Type	January
Adult Medicine Woonsocket	Average TNAA Basic	35
	Average TNAA Complex	54
	Average TNAA SD	31
	TNAA New Patient (Manual)	166

<u>Department</u>	Visit Type	January
Pediatrics Woonsocket	Average TNAA Basic	24
	Average TNAA Complex	N/A
	Average TNAA SD	4
	TNAA New Patient (Manual)	9

<u>Department</u>	Visit Type	January
Women's Health Woonsocket	Average TNAA Basic	12
	Average TNAA Complex	59
	Average TNAA SD	8
	TNAA New Patient (Manual)	N/A

<u>Department</u>	Visit Type	January
Woonsocket Residency Providers	Average TNAA Basic	39
	Average TNAA Complex	39
	Average TNAA SD	39
	TNAA New Patient (Manual)	9

<u>Department</u>	Visit Type	January
South County	Average TNAA Basic	7
	Average TNAA Complex	19
	Average TNAA SD	5
	TNAA New Patient (Manual)	42