

Mobile Integrated Health (MIH)

Observation Admission Reduction



CENTRAL MONTANA
MEDICAL CENTER

Background:

According to CMS reports, the incidence of Observational Admissions has increased 69% since 2006. Observational admissions place significant financial burden on the patient and the healthcare system. Many observational admissions may be avoidable if the patient had a resource available for the time period between the emergency department (ED) visit and the follow-up care needed by the patient, typically at a primary care provider (PCP) or specialist appointment within 1-3 days.

Program:

- When a patient is being considered for observational admission by the emergency department, the emergency department refers the patient to CMMC MIH.
- CMMC sends an on-duty Community Paramedic to the Emergency Department to meet briefly with the patient and the emergency department physician.
 - During this brief meeting, the emergency department physician, the patient and the CP discuss the patient's potential needs between the time of discharge and the time the patient can be seen by the follow-up care provider.
 - Typically, the appointment with the follow-up care provider is scheduled for the next business day.
- The CP explains the service that will be provided to the patient and scheduled an in-home visit at a convenient time for the patient, typically 4-6 hours after the patient is discharged from the emergency department.
- The CP visits the patient at the pre-arranged time to assess the patient's condition.
 - The patient will also be provided a non-emergency contact number for the any episodic needs for the duration of the enrollment in the monitoring program.
- Any change in the patient's condition, or consultation regarding the patient's condition or treatments necessary, will be communicated by the CP to the emergency department physician, or acting online medical control.
- Documentation regarding the assessment findings (either electronic or printed) is provided to the patient's PCP as soon as the office opens.
- When the PCP office opens, the CP contacts the follow up- provider's office to provide a verbal report on the patient's assessment findings, any treatments provided, and assure the written documentation from the MIH has been received by the follow-up provider's office.

- The MIH coordinator will confirm the time for the patient's appointment and reminds the patient of the appointment time.
- The MIH coordinator will also assure the patient has transportation to the follow-up provider's appointment.

Program Evaluation:

The Program is evaluated using the following criteria:

- Patient Outcome –
 - Was the patient admission avoided, or was the patient eventually admitted to the hospital for the primary complaint they were evaluated for in the ED?
- Patient Satisfaction-
 - The patient will be interviewed to determine their overall satisfaction with their program enrollment.
- Provider Satisfaction-
 - The referring emergency department physician and the patient's primary care physician will be surveyed to assess their satisfaction with the referral.

To refer a patient to the MIH Observation Admission Reduction Program contact:

Angela Phelps - Community Paramedic

Monday-Friday 8-5 at ext: 1409

Weekend referrals not available at this time