

# Washington State Health Care Authority



## 7 Best Practices: ER is for Emergencies

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# 2011-2012 Third Engrossed Substitute House Bill 2127

Washington hospitals were required to implement best practices aimed at reducing unnecessary emergency department use by Medicaid clients

# Emergency Department Best Practices

- A) Utilize Electronic Health Information
- B) Provide Patient Education
- C) Improve Patient Review and Coordination (PRC)
- D) Develop PRC Client Care Plans
- E) Adopt Narcotic Guidelines
- F) Enrollment in Prescription Monitoring Program
- G) Use of Utilization Feedback Reports

# A) Electronic Health Information

***Goal: Exchange patient information among  
Emergency Departments***

- Identify frequent ER visitors
- Improve care coordination
- All hospitals can access treatment plans
- Hospitals are using the EDIE system

## B) Patient Education

*Goal: Help patients understand and use appropriate sources of care*

- Active distribution of educational materials by hospitals
- Discharge instructions

# C) Patients Requiring Coordination (PRC) Information

***Goal: Ensure hospitals know when they are treating a PRC patient and treat accordingly***

- PRC clients = frequent ER users, often narcotic seekers
- Hospitals identify patients on arrival
- Develop and coordinate case management programs

## D) PRC Client Care Plans

***Goal: Assist PRC clients with their care plans***

- Contact the primary care provider when PRC client visits the ER
- Efforts to make an appointment with the primary care provider within 72 hours when appropriate
- Relay barriers to care to Health Care Authority

# E) Narcotic Guidelines

***Goal: Reduce drug-seeking and inappropriate drug-dispensing***

- Prohibiting long-acting opioids and discourage injections
- Screening patients for substance abuse
- Referring patients suspected of Rx abuse to treatment

# F) Prescription Monitoring

***Goal: Ensure coordination of prescription drug prescribing practices***

- Enroll ER providers in Prescription Monitoring Program (PMP): electronic online database with data on patients prescribed controlled substances
- Target enrollment for ER providers : 90%
- Soon PMP data can be accessed through EDIE

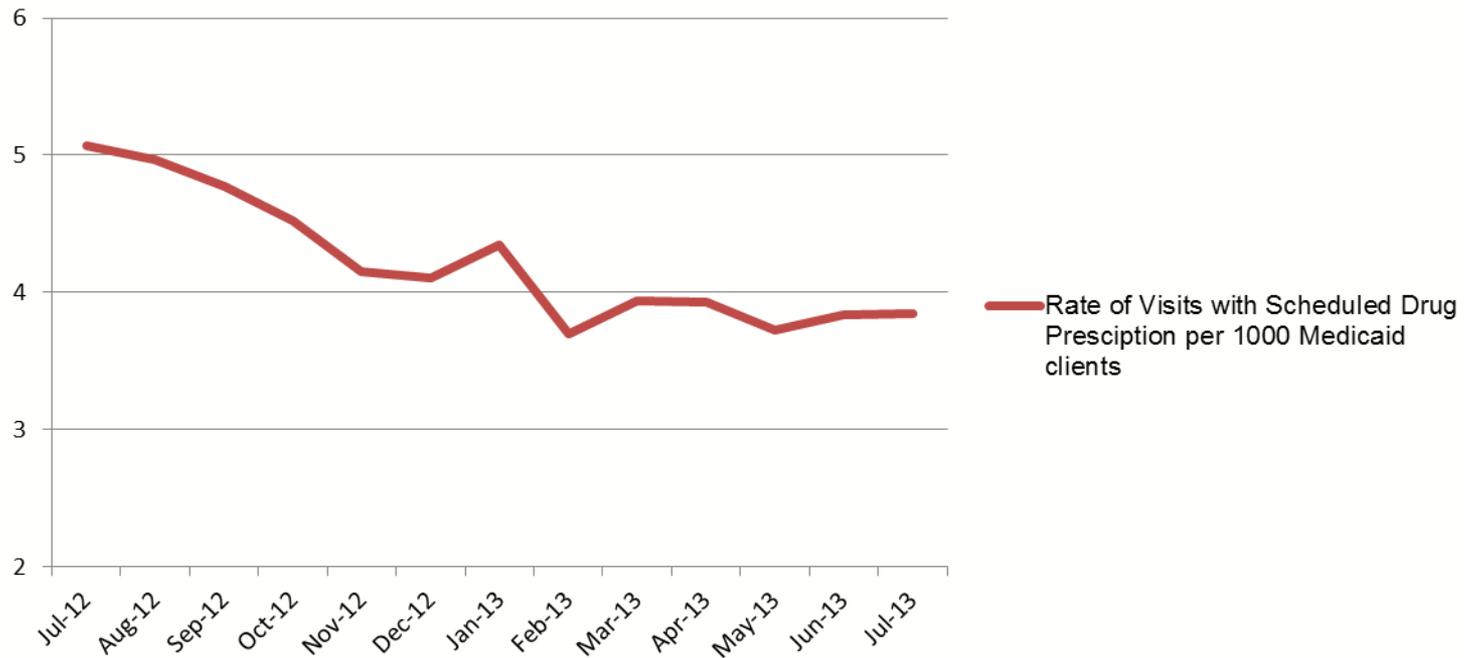
# G) Use of Feedback Information

*Goal: Hospitals review their Medicaid data, ensure interventions are working*

- Monthly reports provided from Health Care Authority to hospitals
  - Includes both utilization and prescription drug data

# Fewer Scheduled Drug Rx in ED

**Rate of Visits with Scheduled Drug Prescription per 1000 Medicaid Clients**



# Next Steps

- EDIE to have PMP data soon
- Potential increase in ER visits due to Medicaid expansion
- Legislative report on 7 Best Practices expected in the next few months

# Questions?

More Information:

[ACEP Narcotics Guidelines](#)

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