Mission: Health care providers, government agencies and community organizations collaborating to improve health care for underserved populations in Milwaukee County. Focused on Coverage, Access, and Care Coordination.

Background and Significance:
- 47% of ED visits in Milwaukee County in 2008 were classified as non-emergent or primary care treatable.
- 64% of those visits were by Medicaid and uninsured patients.
- The rate of return visits to EDs among this group is high, with some having more than 20 encounters in a year.
- Utilization of the ED for primary care or chronic disease management does not result in continuous, coordinated care and is costly.

Objectives:
- Develop and implement a standard community wide process to refer patients from Emergency Departments to Primary Care Medical Homes (FQHCs).
- Recruit Coordinators at the FQHCs to facilitate outreach, intake, reception and retention of patients.
- Use Health Information Exchange and Case Management Strategies.
- Reduce avoidable ED visits, tests, procedures, and inpatient admissions and improve patient health status.

Evaluation:
- Monitor “show” rate – patients who come for first appointment.
- Measure “stick” rate – patient retention at clinic.
- Assess patient satisfaction with care services.
- Analyze cost savings.

Results:
- 4 hospitals and 3 community health centers over 18 month period:
- Referrals have increased from a baseline of 78 referrals per month, with a 27% show rate, to an average of 352 referrals per month, with 42% show rate.
- Number of patients returning for a second visit within 6 months was 49% for the 1st 6 months, 59% for the 2nd and 61% for the 3rd 6 months.

Conclusion:
- A coordinated community wide referral, intake, and retention process using Health Information Exchange and Case Management can:
  - Connect vulnerable patients to Medical Homes.
  - Significantly increase patient “show” and “stick” rate at FQHCs.

Mission:
- Referrals from ED by FQHC
- Total number of patients referred to each FQHC per month
- Percentage of referrals that kept an appointment at the FQHC
- Percentage of Patients Who Returned for a Second Appointment

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