

A Care Transition Program To Reduce Emergency Department Utilization at NYC Health & Hospitals/Elmhurst

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Introduction

Newly implemented care transition program targeting patients with multiple Emergency Department (ED) visits who screen positive for social determinants of health. Patients receive care coordination and other focused interventions for 90 days. Our hospital caters to low-resource immigrant communities that face numerous barriers to accessing quality healthcare. Our team comprises of 3 Community Liaison Workers under the clinical supervision of a Licensed Clinical Social Worker within the Department of Social Work in collaboration with the Department of Emergency Medicine.

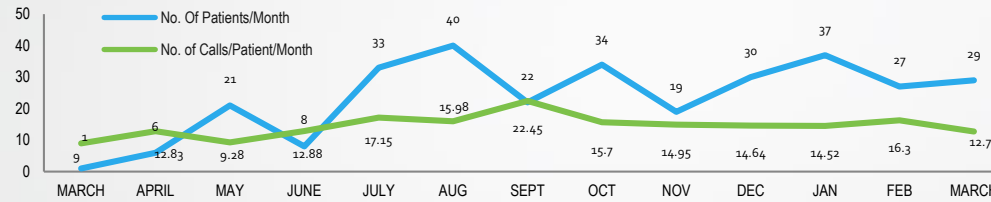
Implementation

- Outreach phone calls
- Social support
- Connection to Primary Care services
- Pro-bono legal aid lawyers
- Food pantry and meal deliveries
- Housing assistance
- Shelter placement
- Care coordination
- Improving health literacy
- Improved adherence to treatment plans
- Warm hand-offs to other community care programs
- Community-based organizations like Make The Road, Breaking Grounds, HERRC, Sakhi, SACSS etc.

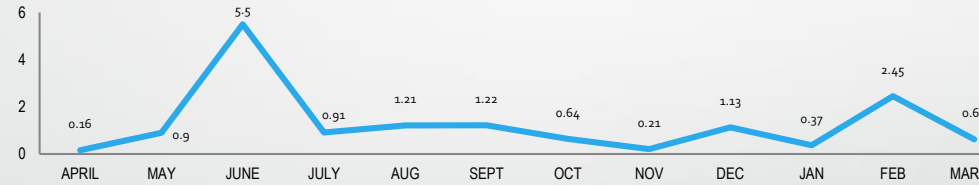
Measurement & Analysis

Program evaluation is conducted quarterly through Plan-Do-Study-Act cycles. Descriptive statistics showcasing patient data from **March 2023 – June 2024**.

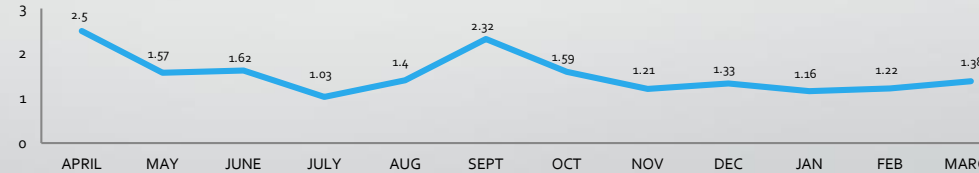
Process Measure - Number of patients and outreach calls per patient per month



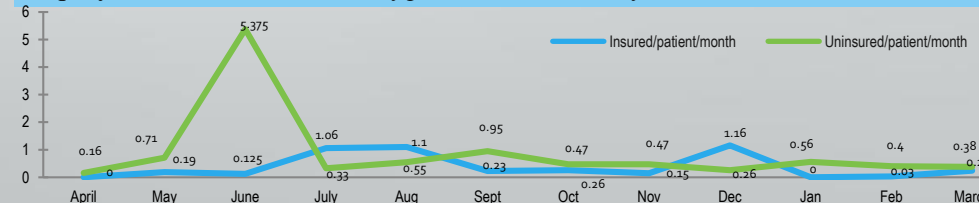
Outcome Measure - Number of Emergency Department (ED) visits per patient per month



Balancing Measure - Number of clinic 'No-Shows' per patient per month



Equity Lens - Insurance status of patients vs Number of ED visits



Results

From March 2023 to June 2024. Metrics calculated for patients during their 90-day enrollment within the program.

Total patients enrolled

560

Hospitalization rates

12%

Emergency Dept. visits

33%

Clinic 'No Show' rates

40%

Next Steps

- Expand program coverage to other units within the hospital
- Hire more team members for 24/7 coverage in the Emergency Department
- Using qualitative metrics to estimate any changes in the patients' health literacy and their trust in the healthcare system

References:

- Gupta, R., Wang, A., Wang, D., Ortiz, D., Kurian, K., Halmer, T., & Jaung, M. S. (2022). Patient-Centered Outcomes of an Emergency Department Social and Medical Resource Intervention. *The western journal of emergency medicine*, 24(2), 193–200. <https://doi.org/10.5811/westem.2022.10.57096>
- Fariba Aghajafari, Sayeckha Sayed, Nader Emami, Eddy Lang, Joanna Abraham. Optimizing emergency department care transitions to outpatient settings: A systematic review and meta-analysis. *The American Journal of Emergency Medicine*, Volume 38, Issue 12, 2020, Pages 2667-2680, ISSN 0735-6757, <https://doi.org/10.1016/j.ajem.2020.07.043>