

EMERGENCY Department Impact from QTIP

BARNWELL PEDIATRICS

ABOUT OUR PRACTICE

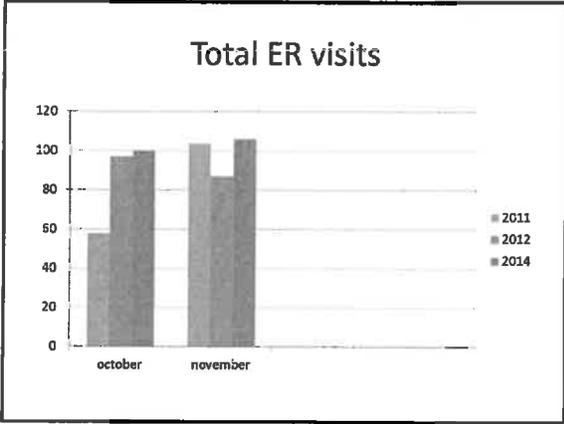
- ❖ Barnwell Pediatrics is a private rural health clinic that serves around 8,000 active pediatric patients.
- ❖ We are the only pediatric office in a 40 mile radius. We employ 4 clinical staff, and 16 ancillary staff.
- ❖ We see approximately 20,000 office visits per year, of those, 77% are Medicaid.
- ❖ We have in house lab and x-ray.

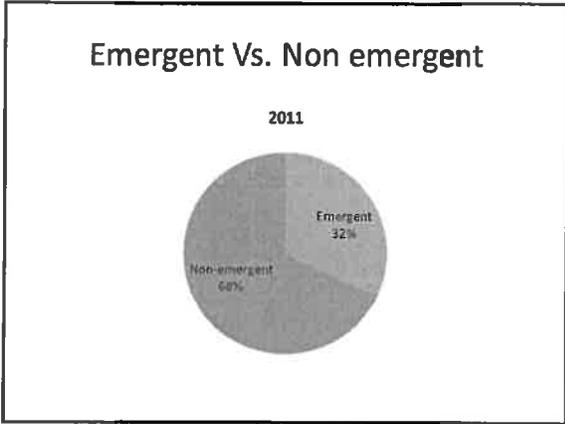
AIM STATEMENT:

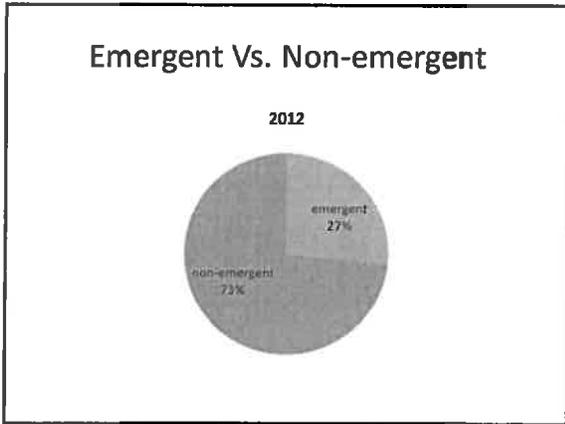
To implement an educational/informative flyer for our parents that addresses proper ER utilization.

EXPECTED CHANGE:

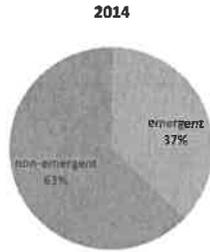
We could decrease inappropriate use of the ER through proper education and readily available information.







Emergent vs. Non-emergent



SUMMARY OF IMPROVEMENT STRATEGIES

- ❖ Need to **consistently** provide parents with educational flyers and information at **each** office visit on when to utilize ER services.
- ❖ Make parents aware of our after hours on call service.
- ❖ Continue monitoring and tracking our patients' ER utilization.

SUCCESSSES	CHALLENGES
* Decreased non-emergent utilization now documented.	* Getting parents to actually read the flyers and reviewing them at each visit.
* Parents have actually referred to our flyers, or mentioned them when calling the after hours service	* Staff being non-compliant with distributing flyers at every patient encounter. (we have actually noted an increase of ER usage when flyers were not being distributed)
* Co-operation with local hospitals to obtain ER records on a weekly basis.	* Still seeing some of the same parents use the ER inappropriately even after educating them multiple times on proper ER use.

ULTIMATE LESSON LEARNED

**BY AGGRESSIVE EDUCATIONAL
STRATEGIES OF PATIENTS' PARENTS,
PROPER IMPROVED ER UTILIZATION
CAN BE ACHIEVED FOR THE
MAJORITY OF OUR PATIENT
POPULATION!**
