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.
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.

<table>
<thead>
<tr>
<th>SUCCESSES</th>
<th>CHALLENGES</th>
</tr>
</thead>
<tbody>
<tr>
<td>* Decreased non-emergent utilization now documented.</td>
<td>* Getting parents to actually read the flyer and reviewing them at each visit.</td>
</tr>
<tr>
<td>* Parents have actually referred to our flyers, or mentioned them when calling the after hours service</td>
<td>* 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)</td>
</tr>
<tr>
<td>* Cooperation with local hospitals to obtain ER records on a weekly basis</td>
<td>* Still seeing some of the same parents use the ER inappropriately even after educating them multiple times on proper ER use.</td>
</tr>
</tbody>
</table>
ULTIMATE LESSON LEARNED

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