

EMERGENCY ROOM DIVERSION PILOT PROGRAM

PRESENTED TO :

CITIZENS' HEALTHCARE OVERSIGHT COMMITTEE
JUNE 17TH 2016

Six Month program defining medical and administrative procedures to partially alleviate non-emergent ER visits

PROGRAM GOAL

Goals:

- Develop a County wide ER Diversion program
- Begin with six month pilot project
- Provide un-insured/under insured with increased options for health care
- Reduce burdens on County Hospital ER's.
- Provide a medical home vs. ER

Request COC partial funding to assist in execution of Pilot Program (~\$30K for on-site Navigator)

PROGRAM PURPOSE

Purpose/Objectives:

- Six Month Program in collaboration with:
 - Winter Haven Hospital
 - Central Florida Health Care
 - Free Clinics (Haley Center)
- Develop policies and procedures for of non emergent patient Diversion
- Document medical and management activities (Treatment, Cost, etc...)
- Forms baseline policies for expansion County wide

Accomplished by integration of WHH-CFHC-Free Clinic capabilities and resources

STAKEHOLDERS AND CONTRIBUTORS

- Winter Haven Hospital
 - Initial medical patient screening and hand off to CFHC
 - Emergent/Non-Emergent decision
- CFHC
 - Program Administration/Management
 - Patient treatment (Primary Care, Dental, etc...)
- Free Clinics (Haley Center)
 - Patient treatment (Primary & Specialty Care)
- COC
 - Funding for Navigator

Integration expands needed service and reduces cost

MEDICAL SERVICES PROVIDED

Medical Care

Primary care
Gastrointestinal
Cardiology
Rheumatology
Gynecology
Endocrinology
Infectious disease
Others

Labs/Diagnostics

Medical Imaging
Interventional Radiology
Labs/Pathology
Endoscopic Procedures
Surgical Procedures

Counseling

Psychological
Obesity
Diet & Health
Nutrition
Med. Compliance

Chronic Illnesses:
Treatment Focus

*Hypertension *Diabetes *Hyperlipidemia
*Specialty Treatments (Cancer, Chronic Pain, RA, etc...)

VALUE SUMMARY

- Vehicle for development of ER Diversion baseline policies/procedures
- Medical home for ~700 patients
- Data for calculation of total cost savings/ER patient visit
 - Preliminary estimate = \$500-\$900/patient visit
- Foundation for expansion to County Wide Program

Program is a cost effective means to:

- *Reduce burden on ER
- *Expand health care to the needy
- *Provide cost savings