

Reducing Emergency Department **Visits:** **Quality Improvement Project**

Partners For Kids Quality Improvement (QI) Coaching Program offers a QI project aimed at helping patients avoid unnecessary and/or preventable emergency department (ED) visits. All too often, families go to the ED because they are anxious about a patient's well-being acutely and may not be aware of the resources available in their doctors' offices to support them. These resources can include access to an on-call nurse or physician 24 hours a day, 7 days a week to talk through medical issues, same-day sick visits or walk-in appointments, and the potential for more expedient and thorough care in the doctor's office. The ED reduction QI project focuses on helping primary care providers understand why their patients may be seeking ED care and develop strategies to educate patients on accessing the appropriate level of care called for by the clinical situation.

Reducing ED visits is critical to ensuring that your patients are receiving high-value care. In addition to working to reduce overall ED visits, this project specifically focuses on helping patients avoid ED visits for conditions that typically do not require emergent care and are more appropriately managed in the doctor's office.

Resources available to support the QI project:

- Support from PFK QI staff, and educational resources from NCH-affiliated pediatric specialists
- Access to PFK administrative claims data that identifies ED use among your patients.

For more information about PFK QI projects, please contact PFK QI Coaching at PFKQICoaching@NationwideChildrens.org