

Fort Bend County 1115 Waiver DSRIP Projects Access to Care

Goal :

To develop a care management model that incorporates patients who currently over utilize the hospital Inpatient and Emergency Room, as well as EMS transport, for conditions that could be effectively managed at a community health center on a routine basis, thus reducing the burden on the higher level services.

Access to Care Components

The Access to Care model includes:

1. Indigent Health Care, Medicaid and uninsured patients who are frequent or inappropriate users of EMS and hospital ERs or who have repeat admissions to the hospital would be referred into a care management system based in the Federally Qualified Health Center.
 - Care management would include assistance with making and keeping outpatient appointments
 - Assistance with medication needs and medication compliance
 - Dietary and exercise education
 - Transportation if needed
 - Connection to Social Services for other needs.

Access to Care Components (cont.)

2. Development of an after hours “Ask the Nurse” type of hotline would be developed to allow access to the care management system, to include:

- Assessment
- Coaching
- Appointment setting

with the goal of avoiding the use of higher level resources such as EMS and ER

3. Development of a system utilizing the Advanced Practice Paramedic model to respond to urgent, but non-emergent calls to the homes of the clients identified in the care management model to provide assessment and care at a lower level than EMS transport / ER visit and potential inpatient stay.
4. Enhancement of our 911 dispatch system to identify and respond with the lowest level of resource appropriate to the situation

Expected Outcomes

- Reduced use of EMS transport for non-emergent and chronic conditions
- A decrease in the number of ER visits for persons with non-emergent needs
- Improved compliance with best practices to prevent illness episodes due to chronic conditions
- Increased coordination of medical care when hospitalization is needed
- Reduced repeat admissions for the same complaint especially within 30 days