

Primary Care Practice Assessment on Emergency Department (ED) Utilization

The following assessment can be completed at any time to assess how your practice is working towards addressing emergency department (ED) visits.

Practice Name: _____

Date Completed: _____

1. On average, how quickly can a patient be seen for a sick or urgent visit?

Same day Next day 2-4 days 3-5 days 1 week or more

2. How does your practice handle external calls during office hours?

- | | |
|--|---|
| <input type="checkbox"/> Caller utilizes phone tree, such as interactive voice response system or push-button system | <input type="checkbox"/> Calls are answered directly by staff |
| <input type="checkbox"/> Messages are collected and given to RN/MD | <input type="checkbox"/> Triage process – calls answered by on-call staff |
| <input type="checkbox"/> Decision tree | <input type="checkbox"/> Practice has no standard process in place |

3. How does your practice handle after-hours emergency calls?

- | | |
|---|--|
| <input type="checkbox"/> Patient calls are screened by an answering service prior to speaking with provider | <input type="checkbox"/> Patient contacts provider directly |
| <input type="checkbox"/> Practice directs patients to ED via recorded message | <input type="checkbox"/> Practice has no standard process in place |
| <input type="checkbox"/> Nurse provides advice to patient on provider's behalf | |

(OVER)

	No process	Being planned	Works poorly	Works somewhat	Works well	What makes it work?	What causes it not to work?
Processes							
4. Knowing when patients have visited the ED?	1	2	3	4	5		
5. Recognizing high ED utilizers?	1	2	3	4	5		
6. Providing info and/or educate patients on appropriate use of ED?	1	2	3	4	5		
7. Provide follow-up with patients who recently visited the ED?	1	2	3	4	5		

8. Do you have a sense of why patients are using the emergency department instead of calling their PCP? If yes, why and how do you know?

9. Does your practice share emergency department visit information with any of the following other care team members?

- Other specialists (BH, Endocrinologist, Cardiologist, Pain Specialist, etc.)
- Care/Case manager
- No process in place

10. On a scale of 1 to 10 (1 – no process and 10 – works efficiently) how would you rate your practice’s overall performance in addressing emergency department visits?

1 2 3 4 5 6 7 8 9 10

(OVER)