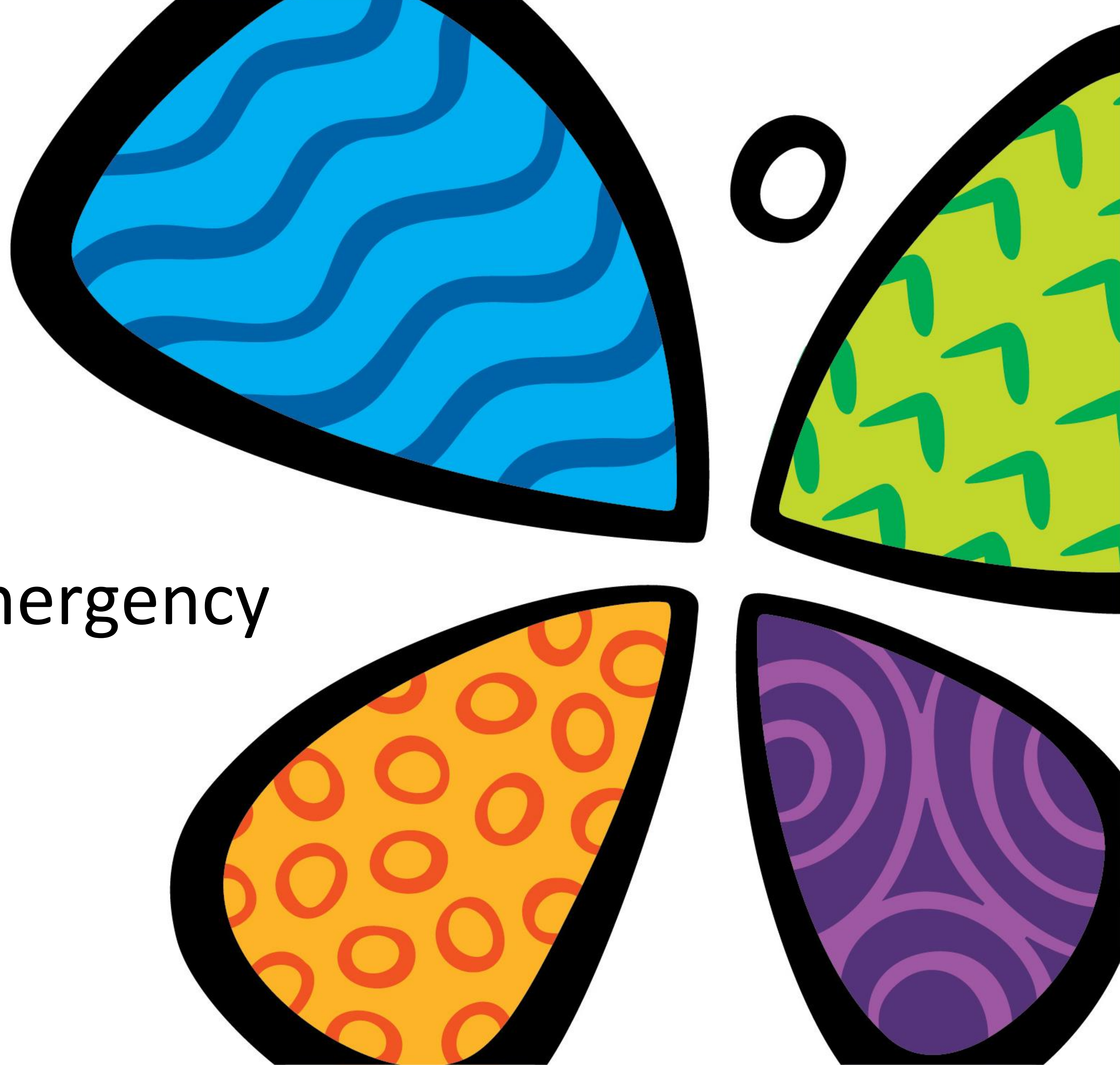




# Understanding High Emergency Department Utilization

Lamont Tubbs, MA  
Community Health Worker



# BACKGROUND



## Why?

- The purpose of this qualitative study was to gain an understanding of what motivates families to use the Emergency Department (ED) more than the Pediatric Primary Care (PPC) clinic for health related issues.

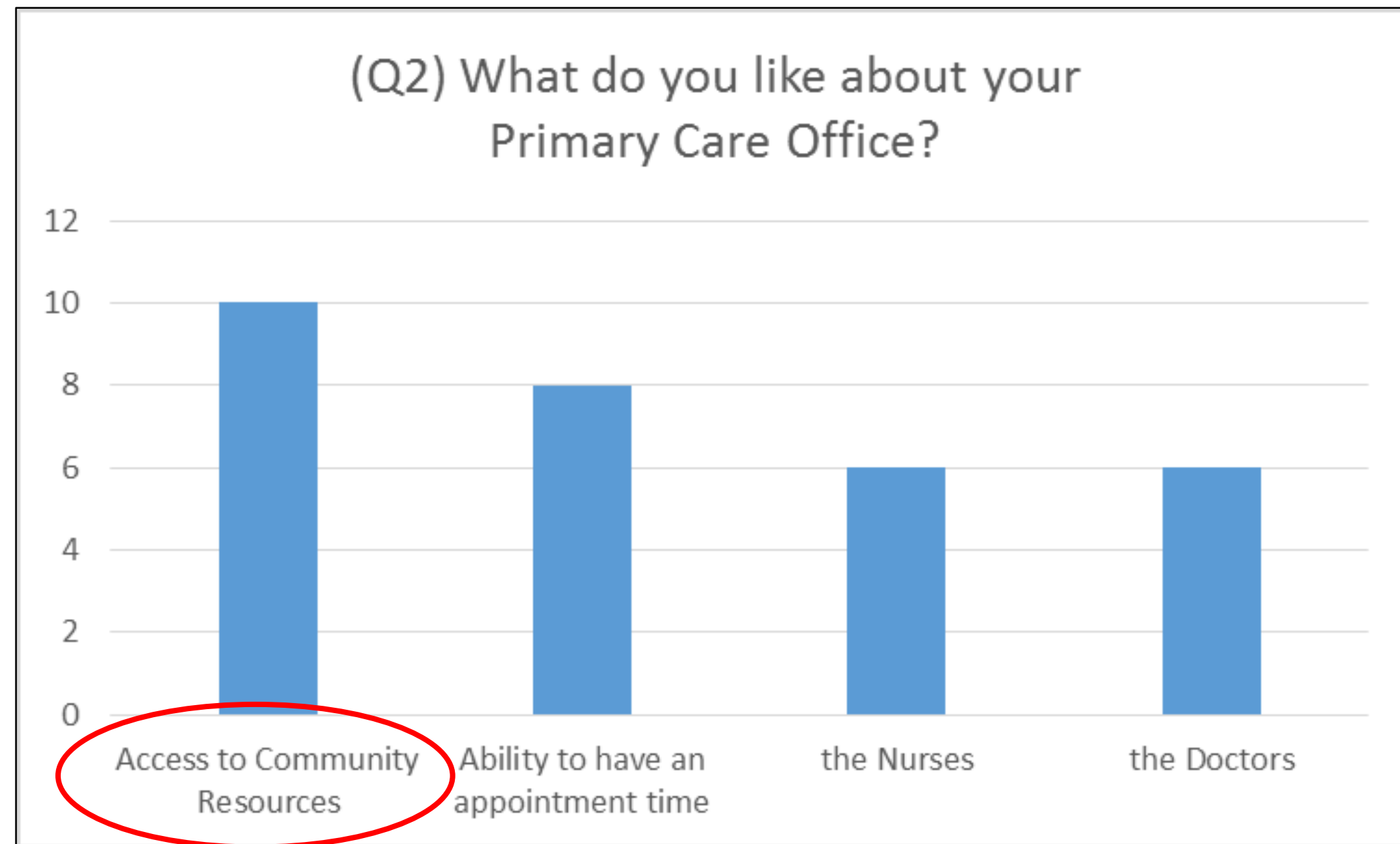
## Who?

- 30 families with children 0 to 12 years old who had utilized the ED five or more times in a 12 month period were interviewed.

## How?

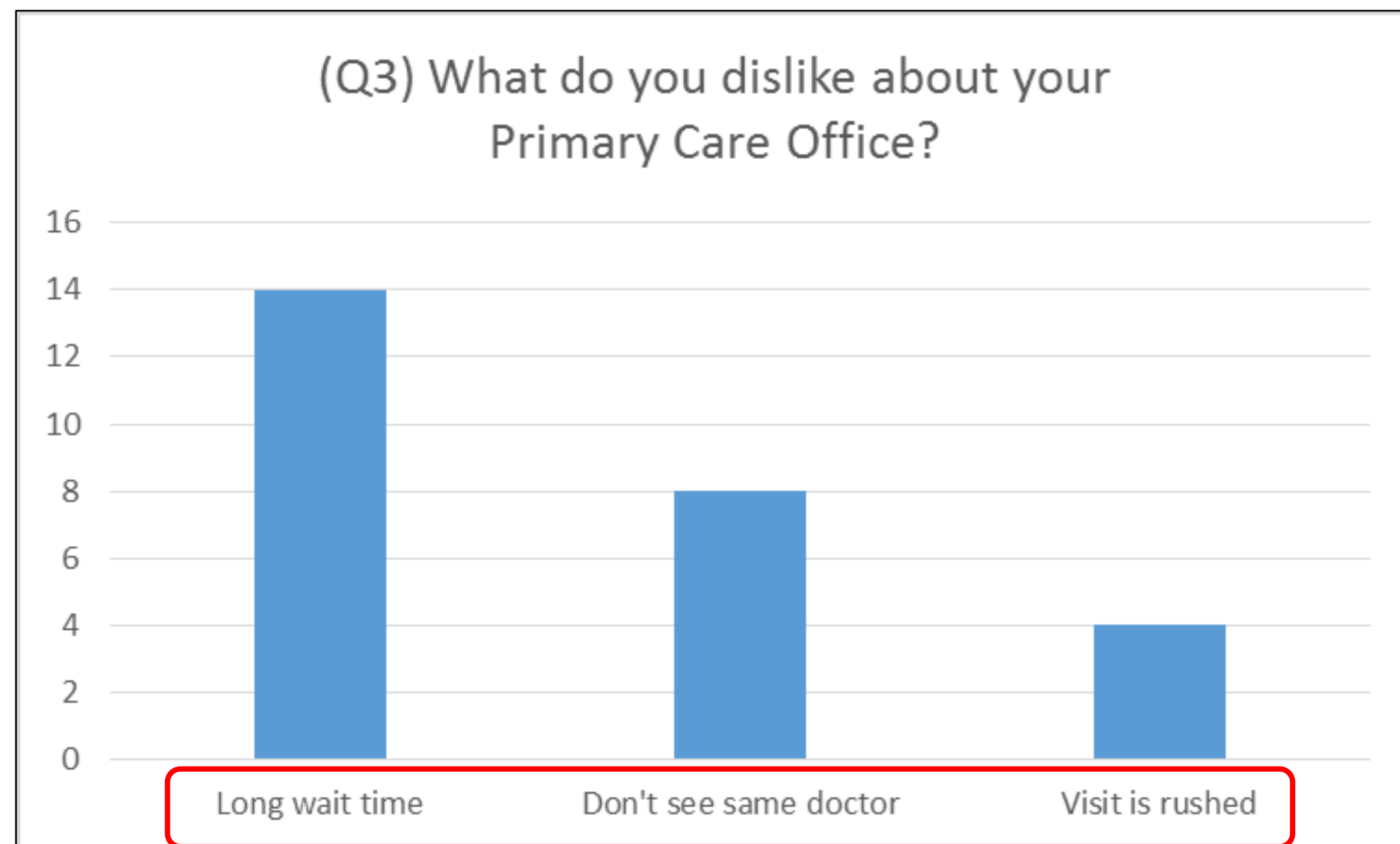
- Interviews were conducted by a Community Health Worker (CHW) at the patient's scheduled Well Child Check (WCC) appointment in the CCHMC PPC from December 2018 through February 2019.

# Question 1: On Comfort and Connectedness



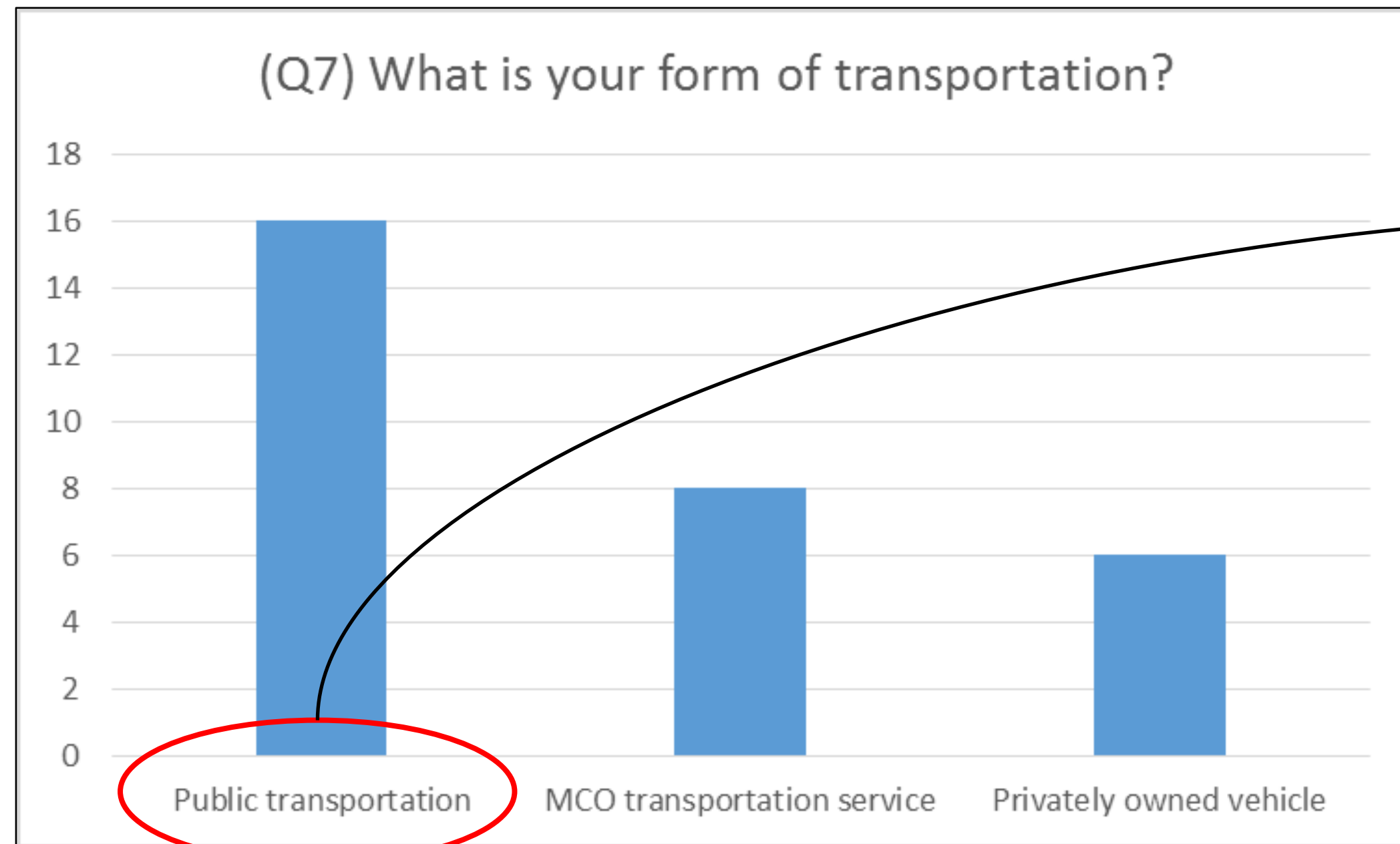
## Examples of Community Resources

Food, diapers, wipes, formula, car seats, access to lists of food pantries and affordable housing, bus cards, Child HeLP, etc.

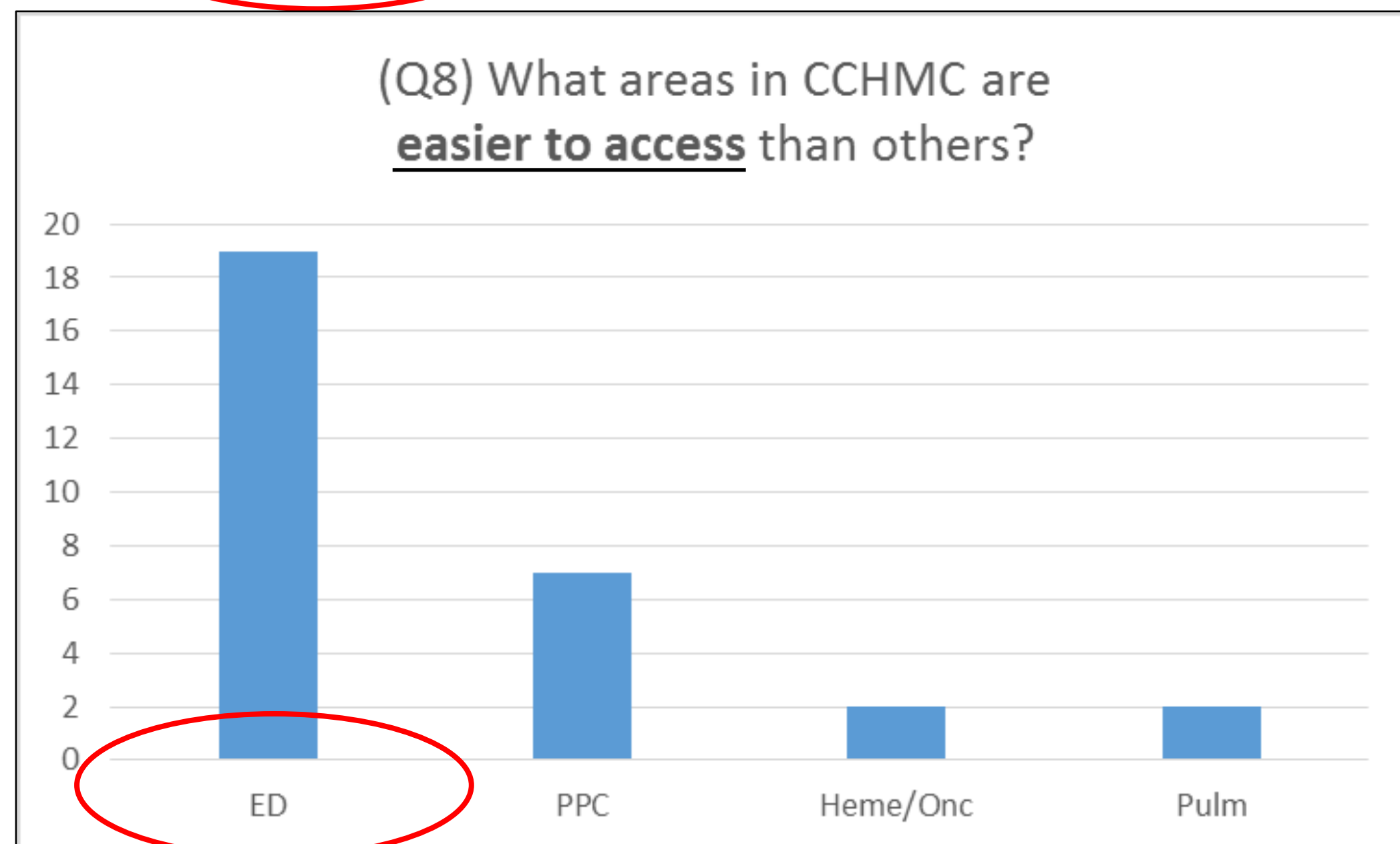
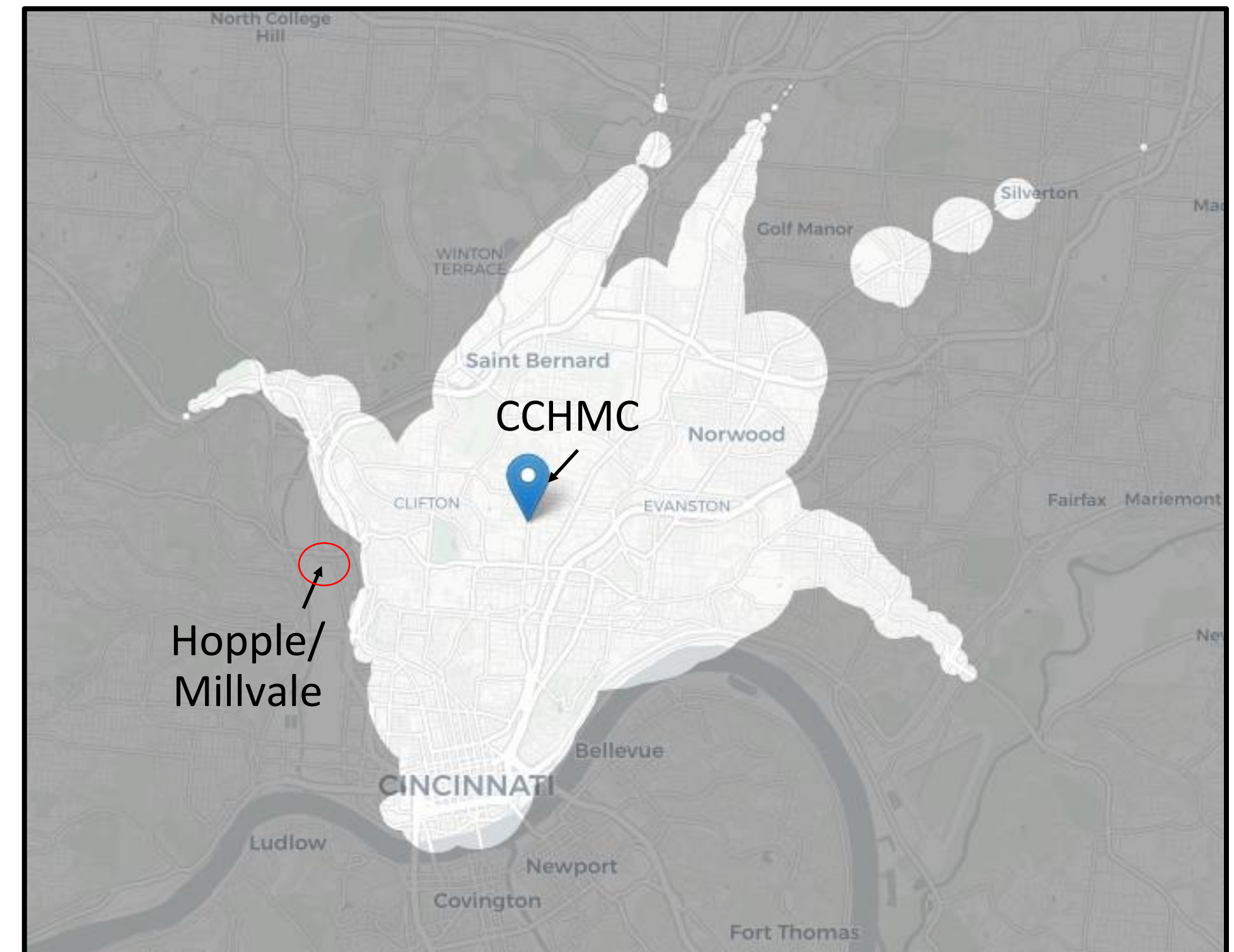


Opportunities noted for the primary care office

# Question 2: On Barriers to the System/Access

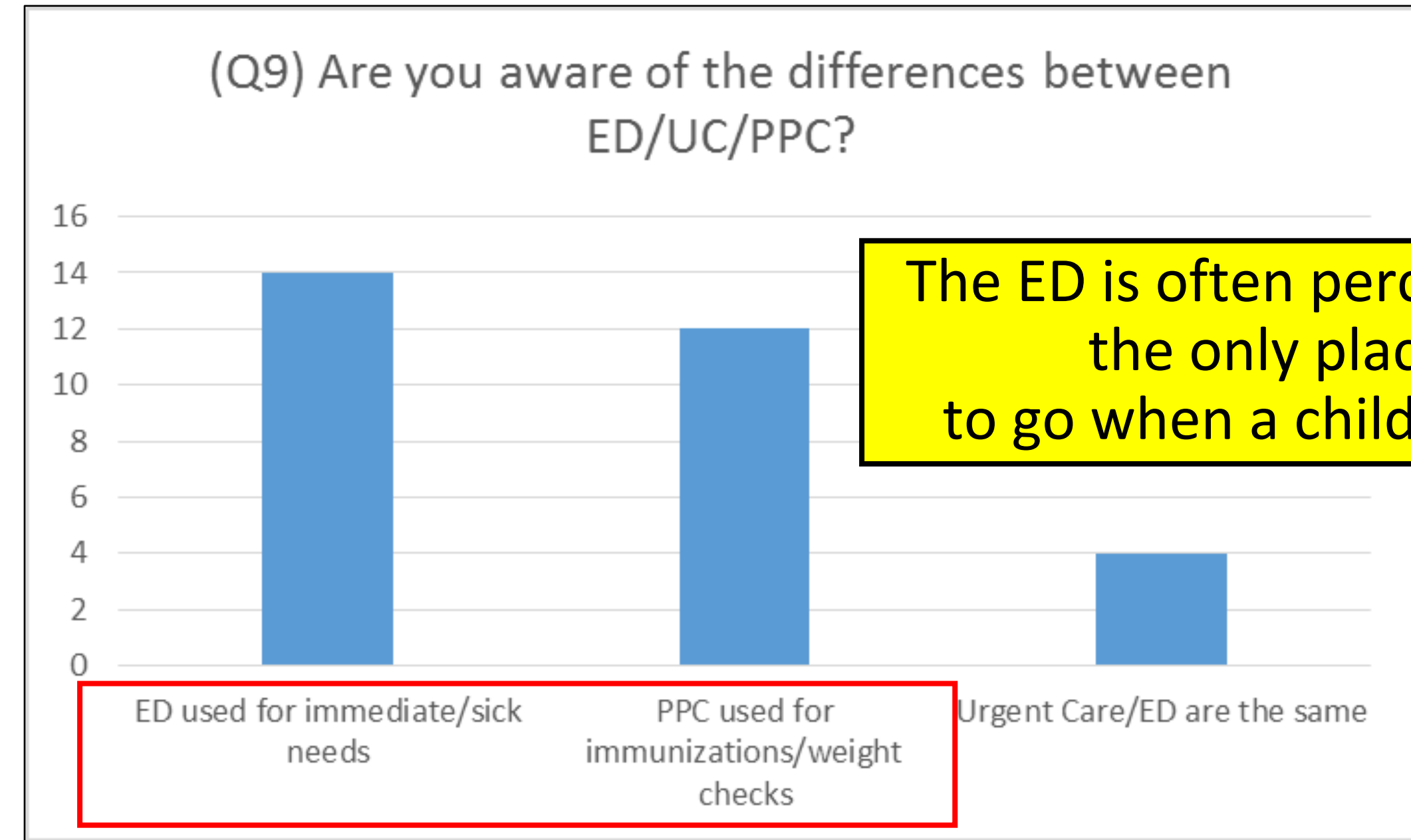
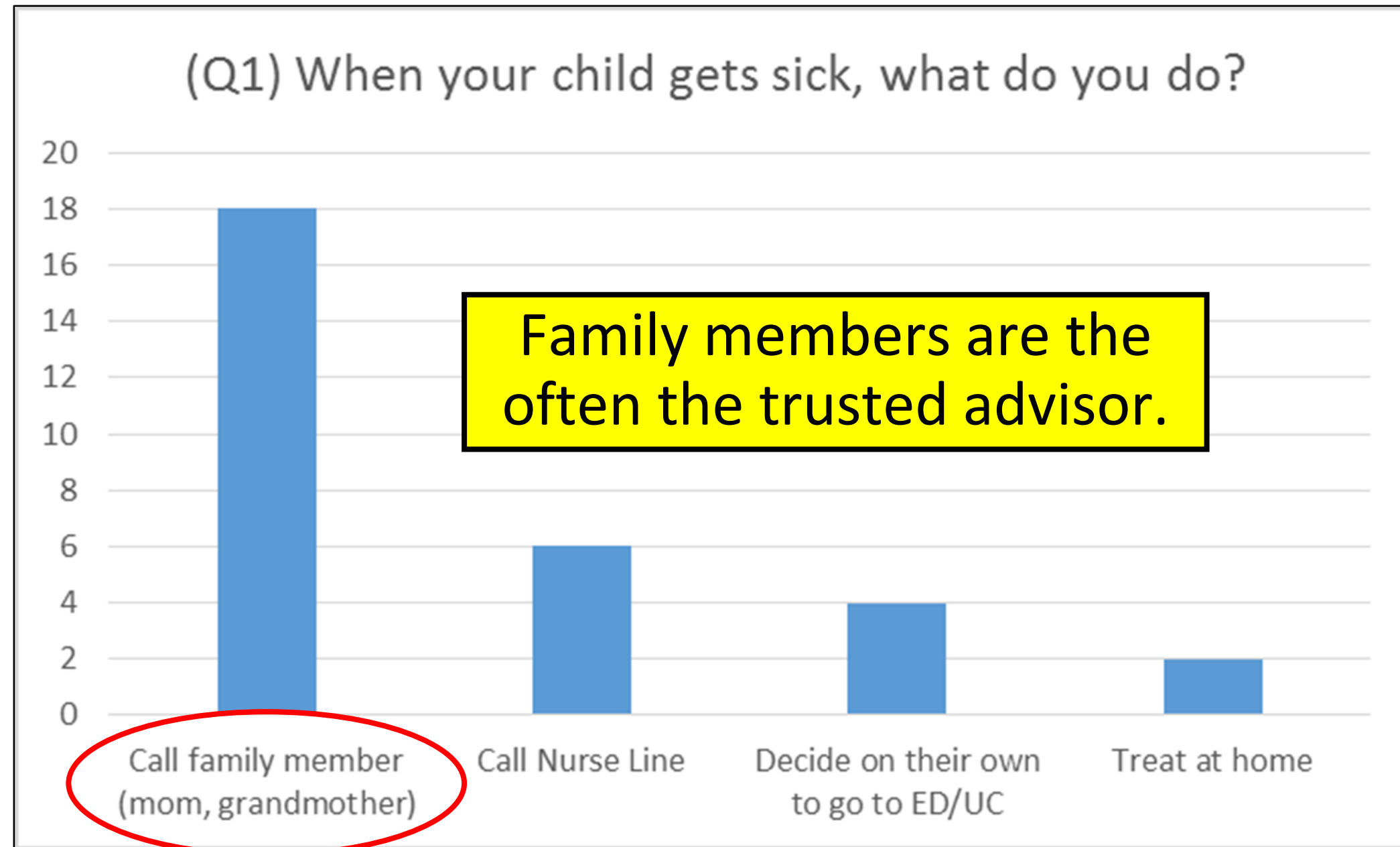


why this is significant...



The white area on the map indicates places where it takes 30 minutes or less to get to Children's by bus

# Question 3: Educational Opportunities



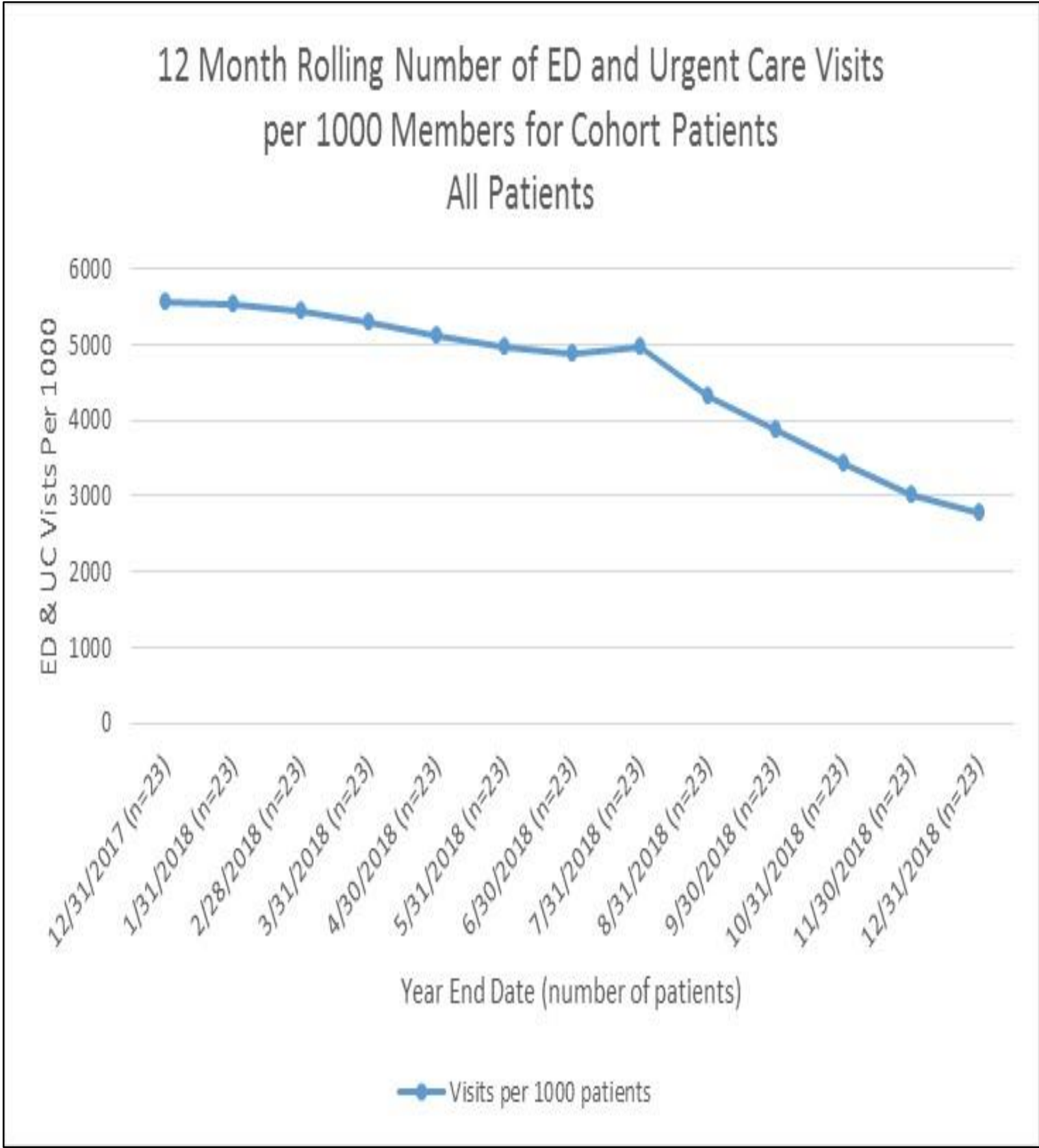
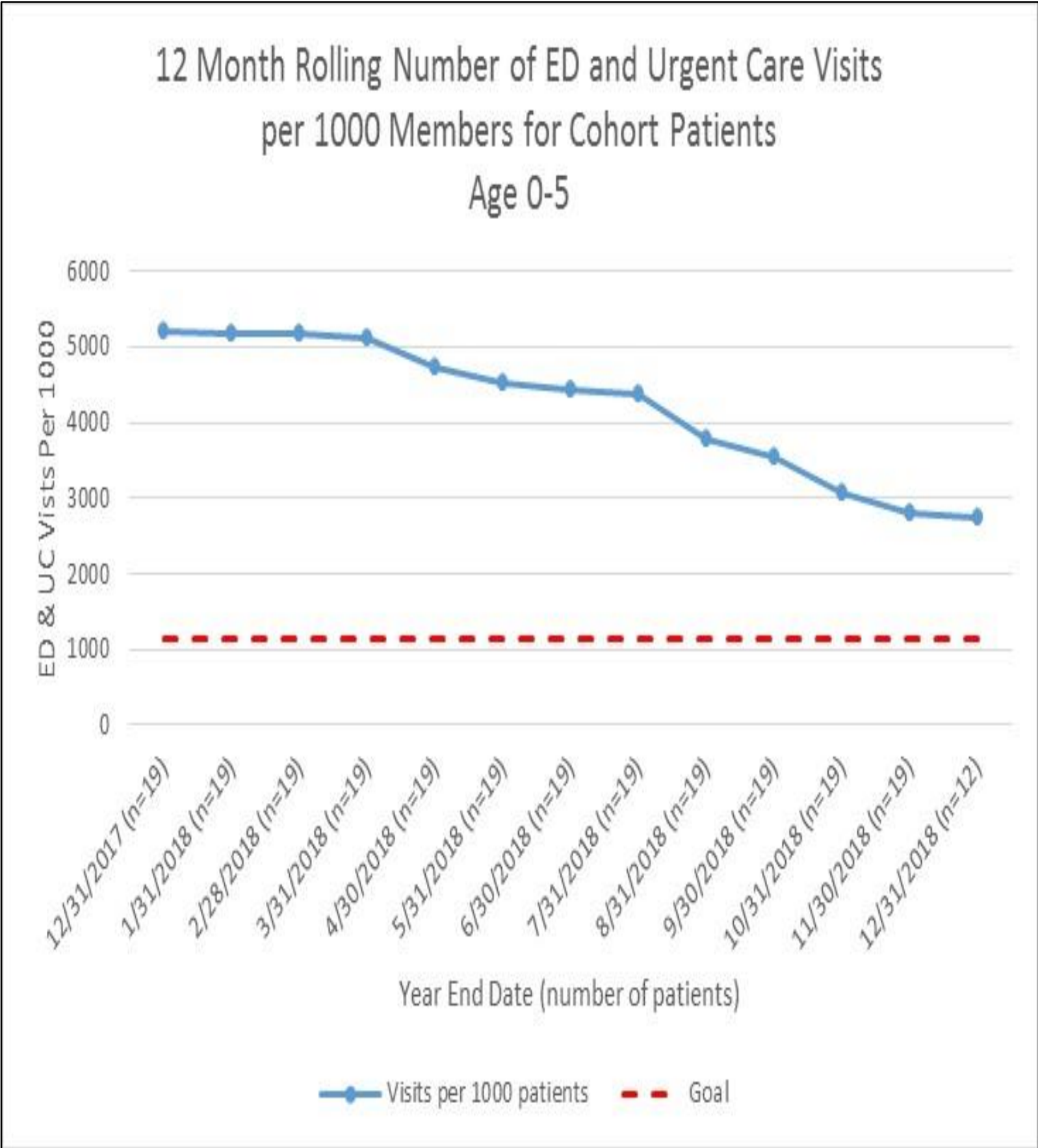
**Did you know about these services at the Pediatric Primary Care Center?**

- ❖ **Advice when your child is sick:**  
24 hour Nurse Help Line: 513-636-7722 Option 3
- ❖ **Scheduled Well & Ill Visits:**  
8am-5pm Monday-Friday & Saturday 9am-12:30pm  
513-636-7722 Option 1 (for Well Visits)  
513-636-7722 Option 3 (for Ill Visits)
- ❖ **Walk-In Well & Ill Visits (NO appointment needed):**  
Hours are: 8am-8pm Monday-Friday
- ❖ **Telehealth Video:** used to see your child's conditions to avoid a visit to the clinic or the emergency room  
513- 636-7722 Option 3

**These Ill complaints can be addressed at a Scheduled Ill appointment or through Walk-In clinic:**

- Asthma
- Constipation
- Cough, cold symptoms
- Croup
- Ear pain, ear discharge
- Minor or sports-related injuries
- Fever in children older than 2 months
- Pink eye, eye discharge
- Rash
- Sore throat
- Suture REMOVAL
- Painful urination/Urinary tract infection (UTI)
- Vomiting and Diarrhea
- Allergies (or seasonal allergies)

# RESULTS



**Trending in the right direction!**

# NEXT STEPS



- ✓ Consolidate and share learnings
- ✓ Continue measuring (spend time in the ED)
- ✓ Continue to gather patient/family voice
- ✓ Develop theory for change (KDD)
- ✓ Start PDSAs

a *BIG* thanks to all the families for their time and feedback.

We are so grateful to you!

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