

Hawai'i Health Partners News

April 2015

Patient-Centered Emergency Access

Reducing avoidable emergency department visits and improving access to care

The emergency department is a critical component of everyday health care operations as it provides 24/7 treatment for a variety of urgent and potentially life-threatening injuries and illnesses. Unfortunately, it is also used for ailments that could potentially be treated in primary care or other outpatient settings, such as urgent care, at a lower cost.



Hawai'i Health Partners (HHP) has identified this issue as a way to improve the cost-effectiveness of care, and is implementing strategic initiatives to reduce preventable or avoidable emergency department (ED) visits. A clinical workgroup has been established to develop strategies to address this measure. Titled the Patient-Centered Emergency Access (PCEA) Workgroup, it is chaired by **Monica Price, MD**, a primary care physician that practices in Hawai'i Kai.

"Our goal is to create a more accessible system of care so patients don't use the emergency department for primary care," says Price. "We also want to make sure HHP physicians are informed and educated on this issue and have the necessary resources available to them. By understanding these concerns, HHP physicians can help direct patients to an appropriate level of care."

A measure within HHP's Shared Savings Program, the target for this measure is to have avoidable ED visits comprise less than 36 percent of total emergency department visits.

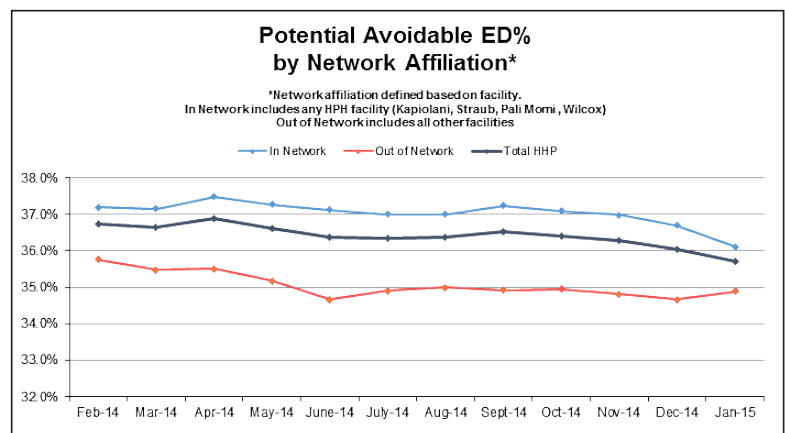
Potentially "avoidable" ED visits are determined according to the ICD-9 code received at discharge using the NYU Avoidable ED algorithm to determine the likelihood that an ED visit could have been treated elsewhere. Categories for potentially avoidable ED visits include:

- 1. Non-emergent (ED level 1):** immediate medical care was not required within 12 hours (cough, cold, minor abrasion)
- 2. Emergent – Primary Care Treatable (ED level 2):** Based on information in the record, treatment was required within 12 hours, but care could have been provided effectively and safely in a primary care setting.

- 3. Emergent – ED Care Needed – Preventable/Avoidable (ED level 3):** Emergency department care was required based on the complaint or procedures performed/ resources used, but could have been prevented by early primary care intervention (poorly controlled diabetes with complications, poorly managed asthma)
- 4. Emergent – ED Care Needed – Not Preventable/ Avoidable (ED level 4):** Emergency department care was required, e.g., trauma, appendicitis, myocardial infarction, etc.

To reduce potentially avoidable ED visits, the PCEA Workgroup reviewed data from across the country, and then proposed a number of initiatives. Currently data is being provided to HHP primary care physicians, posters have been created for exam rooms, and thousands of brochures have been mailed to help educate patients on what to do in an emergency. In addition, patients who seem to habitually visit the ED are receiving additional information about alternatives. Since data show that most potentially avoidable ED visits occur during business hours, multiple urgent care centers have been opened on O'ahu and one on Kaua'i that share data with PCPs through the Epic system, and primary care HHP physicians are ensuring a portion of their schedules are available for patients with same day needs.

As one of the first clinical initiatives created by an HHP physician-led workgroup, the campaign is having a positive impact. Recent data show that for the past few months, the percentage of patients having to go to the emergency room for minor issues is decreasing. This speeds up service in the ED and frees up beds for patients who really need them.



Patient education tools on when and where to seek care available

It can be difficult for patients to determine what type of situation or medical concern warrants a trip to the doctor's office, urgent care or the emergency room.

HHP has created a patient education brochure and posters for exam rooms and clinics on this topic. Brochures and posters have been distributed to physicians and patients. You may also download the files to print additional copies.

IS THIS AN EMERGENCY?

You should always call your primary care physician (PCP) first when you have a medical problem unless it is severe or life-threatening.

When you are sick or injured and your primary care physician is not available, you may wonder whether you should go to a hospital emergency department or an urgent care clinic. The following information will help you make the best choice for your health care needs.

Urgent care clinics:

- Focus on diagnosis and treatment conditions that aren't life-threatening yet need to be seen care of right away.
- Other quality care on a walk-in basis.
- Have extended evening and weekend hours.
- Typically have radiology and laboratory services available.

Hospital emergency departments:

- Have specially trained doctors, paramedics, nurses and other support staff that an emergency department may make recommendations on a wide variety of medical issues.
- Are open 24 hours a day, seven days a week, 365 days a year.

Go to your primary care physician if you have:

- Common illnesses such as colds, flu, sore throats, sinusitis, migraines, fever, infections, urinary tract infections, depression, diabetes or allergies.
- Minor injuries such as sprains, back pain, minor cuts, burns, insect bites, blisters, blisters or minor eye injuries.
- Regular physical, vision or hearing tests, vaccinations and screenings.
- A health issue when you need advice about a condition or a chronic regular condition, such as, but not limited to, asthma, diabetes, and high blood pressure or cholesterol.

Go to the nearest hospital emergency department if you have:

- Chest pain
- Sudden or severe pain in other areas
- Abdominal pain
- Slurred or vomiting blood
- Deep cuts or bleeding that won't stop
- Headaches
- Difficulty breathing
- Sudden blurred vision
- Sudden dizziness, weakness or loss of coordination or balance
- Signs of stroke – numbness in face, arm or leg
- Severe bleeding
- Sudden severe headache
- Seizure
- High fever
- Head or other major trauma and injuries that are not life-threatening
- Any other condition you believe is life-threatening

Urgent Care locations

For hours of operation, call the clinic directly or visit straubhawaii.com

Straub Hawaii Kai Clinic 4484 Pahe'e Street Lihue, HI 96766 Phone: 808-245-1532	Straub King Street Clinic 888 South King Street Honolulu, HI 96813 Phone: 808-522-4511	Straub Pearlridge Clinic 98-151 Pali Momi Street 'Aiea, HI 96701 Phone: 808-483-6400	Straub Doctors on Call 2255 Kalakaua Avenue Manor Wing 1 Honolulu, HI 96815 Phone: 808-971-6000
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- Any other condition you believe is life-threatening

Urgent Care services on Kauai, visit

Kauai Medical Clinic - Kauai Urgent Care
4484 Pahe'e Street
Lihue, HI 96766
Phone: 808-245-1532

Monday - Friday: 8 a.m. - 7 p.m.
Saturday - Sunday: 8 a.m. - 4 p.m.

For more information, visit straubhawaii.com

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Urgent Care locations

These locations are not hospital emergency departments. They have extended evening and weekend hours to provide care on a walk-in basis for conditions that are not life-threatening.

Hospital Emergency Departments

Kauai Medical Center for Women & Children
2325 Kalakaua Street
Lihue, HI 96766
Phone: 808-245-1532

Palmyra Medical Center
100 Palmyra Street
Lihue, HI 96766
Phone: 808-245-1532

Straub Hawaii Kai Clinic
4484 Pahe'e Street
Lihue, HI 96766
Phone: 808-245-1532

Straub King Street Clinic
888 South King Street
Honolulu, HI 96813
Phone: 808-522-4511

Straub Pearlridge Clinic
98-151 Pali Momi Street
'Aiea, HI 96701
Phone: 808-483-6400

Straub Doctors on Call
2255 Kalakaua Avenue
Manor Wing 1
Honolulu, HI 96815
Phone: 808-971-6000

This information provided by
HAWAII HEALTH PARTNERS
Physician-led, integrated health care. Connected health.

hawaiihealthpartners.org

Download the O'ahu poster.

Download the Kauai poster.

Download the brochure.

Urgent care clinics offer quality, walk-in care

When your patients cannot get in to see you for conditions that are not life-threatening yet need to be taken care of right away, urgent care clinics are a convenient option for them to get prompt and professional care on a walk-in basis.

The following locations are available for patients on Kauai and O'ahu. Hours of operation are subject to change and patients should call the clinic to confirm.

KAUAI

Kauai Medical Clinic - Kauai Urgent Care

4484 Pahe'e Street
Lihue, HI 96766
Phone: 808-245-1532
Monday - Friday: 8 a.m. - 7 p.m.
Saturday - Sunday: 8 a.m. - 4 p.m.

O'AHU

Straub Hawaii Kai Family Health Center

Koko Marina Shopping Center
7192 Kalaniana'ole Highway
Honolulu, HI 96825
Phone: 808-396-6321
Monday - Friday: 1 p.m. - 8 p.m.
Saturday: 8 a.m. - 4 p.m.
Sunday: 10 a.m. - 4 p.m.

Straub King Street

Located within Straub Hospital,
Strode Building 1st Floor

888 South King Street
Strode Building, 1st Floor
Honolulu, HI 96813
Phone: 808-522-4511
Monday - Friday: 1 p.m. - 8 p.m.
Saturday: 8 a.m. - 4 p.m.
Sunday: 10 a.m. - 4 p.m.

Straub Mililani Family Health Center

The Town Center of Mililani
95-1249 Meheula Parkway
Mililani, HI 96789
Phone: 808-625-6444
Mon - Wed, Friday: 1 p.m. - 8 p.m.
Saturday: 8 a.m. - 4 p.m.

Straub Pearlridge Clinic

98-151 Pali Momi Street
'Aiea, HI 96701
Phone: 808-483-6400
Tuesday - Friday: 1 p.m. - 8 p.m.
Saturday: 8 a.m. - 4 p.m.

Straub Doctors on Call

Sheraton Waikiki

2255 Kalakaua Avenue, Manor Wing 1
(Lower Lobby Area)
Honolulu, HI 96815
Phone: 808-971-6000
Every day (including holidays):
7 a.m. - 11 p.m.

HHP Member Spotlight: R. Craig Netzer, MD

R. Craig Netzer, MD, is an independent primary care physician on the island of Kaua'i and was recently elected to the HHP Board of Managers. Raised on Kauai, Netzer earned a bachelor's degree from the University of California, Davis and his medical degree from the University of Hawai'i John A. Burns School of Medicine. He completed a dual residency in internal medicine and family practice at Eastern Virginia Medical School.



Netzer returned to Kaua'i in 2002 to practice medicine with Kaua'i Medical Clinic, and has been in private practice for the last decade. After serving the last six years as vice chief of staff, he has now assumed the role as chief of staff at Wilcox Memorial Hospital.

He recently shared his insight on life as a physician in today's health care environment, and how HHP is helping his practice.

HHP: What is your typical day like?

Netzer: I'm seeing patients from 8:15 in the morning to 4:30 in the afternoon every day of the week. Beyond that, I'm working on charts and other administrative things. On average, I see at least 24 patients a day, and sometimes up to 30 depending on walk-ins.

HHP: What is the biggest challenge you face as a physician?

Netzer: As a physician, I don't have the ability to negotiate with payers. The big thing I like about HHP is that they help me correct inaccurate data. Every time I notice that there's something wrong, I tell Dr. Glenn and he knows about it and says HHP is working on it. HHP gives me a stronger voice.

HHP: How has Hawai'i Health Partners helped you and your practice?

Netzer: HHP has helped me achieve Level 3 PCMH recognition, helped increase my reimbursements, supported me with quality improvement initiatives, and helped me with practice improvement. I would never have time to do all of this without HHP.

HHP: What do you think are the benefits that Hawai'i Health Partners provides to patients?

Netzer: I think it provides an improvement in the quality of care. We're seeing an increase in the percentages of patients who are getting their regular screenings completed. With the big Epic upgrade, there are lots of bells and whistles that will be useful for patients.

I'm also looking forward to the complex care program and what that will provide for my patients. From what I understand, HHP is going to have a nurse practitioner or RN who will really be able to help patients with chronic conditions. I'm hoping that this will be an improvement in the quality of complex care currently available.

HHP: What would you say to a physician who is not a member of Hawai'i Health Partners?

Netzer: I would say that my experience so far has been very positive, and I'm looking forward to moving forward with HHP. It's very early in the game, and we'll have to see what happens, but I believe HHP will shift the cost curve and provide a benefit to its members. I'm optimistic going forward that we'll see the fruits of our labor.

Joining HHP is also a personal choice. It requires some work, but in the end, it is worth it.

Board of Managers elections coming soon

Nominations for three Board of Managers positions that will be open for fiscal year 2016 are now closed. Voting will be conducted by electronic ballot, which will be distributed to all members on April 28. Elections will close on May 7.

Members who do not have an email address may contact Anne Tolo to request a paper ballot at 808-522-4557 or anne.tolo@hawaiihealthpartners.org.

The HHP operating agreement stipulates that the Board of Managers have 10 elected Physician Managers, which consists of six primary care physicians and four specialist physicians, with at least one physician from the medical staff of each of Hawai'i Pacific Health's four hospitals. There are three positions that are up for election, two primary care physicians (one of whom is from the Wilcox Memorial Hospital medical staff) and one specialist.

HHP welcomes new members

Hawai'i Health Partners would like to welcome the following individuals who were recently appointed by the HHP Board of Managers as new members to the organization:

- **Angelina Amian,**
Critical Care Medicine,
Aloha Critical Care Associates, LLC
- **Dawn Kuriyama,**
Family Medicine,
Straub Clinic & Hospital
- **Emese Somogyi,**
Hospice and Palliative Medicine,
Straub Clinic & Hospital
- **Natascha Ching,**
Pediatric Infectious Diseases,
Kapi'olani Medical Specialists
- **Lida Poommipanit-Bajon,**
Family Medicine,
Straub Clinic & Hospital
- **Alyson Tamamoto,**
Pediatrics,
Kapi'olani Medical Specialists
- **Arlene Espiritu,**
Pediatrics,
Kapi'olani Medical Specialists
- **Krystal Scherrer,**
Anesthesiology,
Hawai'i Anesthesia Group
- **Jennifer Zalla,**
Pediatrics – Neonatology,
Kapi'olani Medical Specialists
- **David Humber,**
Hospitalist,
Hawai'i Hospital Physicians, Inc.

SAVE THE DATE!

CME: Epic Ambulatory Update

Friday, May 8, 2015

12:30 p.m.

Straub Doctor's Dining Room or via WebEx