

## Reducing Unnecessary Hospitalizations: Avoiding Patient Visits to ED and Urgent Care Centers

SNEPTN wants to assist optometry's increased integration within the medical neighborhood. Patients often self-refer to emergency departments for problems that can be treated or managed in the optometry office at a lower cost and with better outcomes for patients and providers.

By establishing a trackable metric, we will demonstrate the high level of performance and value optometrists deliver as first line eye care providers.

### Metric Definition:

- **Numerator:**  
Number of patients contacting the office for urgent care who are seen within an appropriate time (as defined by clinical guidelines).
- **Denominator:**  
Number of patients contacting the office for urgent care.
- **Exclusions:**  
Patients seeking urgent care for conditions that are outside the scope of practice.

This process can be used by the practice to document how well it serves patients seeking urgent care. Sample target: > 85%.

### Impactful Questions to Consider:

**Is there a system or understanding in place between your office and your local ambulatory care office to refer urgent cases?**

By building out your connections within the medical neighborhood you provide greater opportunity to provide timely cost efficient care for in-scope issues.

**Is your practice able to see patients for urgent or same-day appointments if needed?**

When patients require an appointment for an urgent issue, are you able to see them or refer them to another ambulatory provider on the same day or as appropriate?

### Performance:

By highlighting the value that optometrists add within the medical neighborhood as first-line ambulatory providers as well as a source of direct referrals, we aim to accelerate their integration into current and future healthcare delivery models.

We are asking that you log the number of individuals who contact your office, who would otherwise seek care within the next 24 hours at an ER or urgent care center, for whom the office provided definitive care. If patients are unable to obtain care, please indicate the barrier on the sheet.

In the final column, tally the number of patients who received care and place the total **over** the number of patients seeking urgent care.

<u>Examples=&gt;</u>	No Access / No Clinician Available	No transportation				A	B	Ratio of A/B
						# of patients who receive care	# of patients seeking urgent care	
Week of:								
Week of:								
Week of:								
Week of:								
Week of:								

This is a tool is to track patient volume and identify areas for improvement.  
 Enter the Ratio in the last column at Portal.SNEPTN.org every month.

Please keep the sheet for your records