Case Study

Southeast Community Health System
Avoidable Emergency Department Visits

Not-for-profit healthcare system
Over 300 beds
Avoidable emergency department visits hike up healthcare costs

- Emergency department visits are significantly more expensive than those provided in a primary care setting.
- Many ED visits are avoidable, meaning that the patient’s condition did not require immediate care in a hospital setting.

Goal:
Reduce avoidable emergency visits
Lower the number of ED visits occurring within 30 days of an inpatient visit.
EmmiTransition

General Discharge Series

2 CALLS + 2 MULTIMEDIA PROGRAMS | 4 DAYS

Period: January 2016 – December 2018

Patient population:

• 3,208 discharged patients

Series highlights:

• Reinforces discharge instructions
• Monitors adherence
• Reports status back to care team

“Most people need a follow-up appointment after they leave the hospital. Do you already have one set up?”

“No, I don’t”
Patients that engaged with Emmi were associated with **26% fewer avoidable ED visits*** than those who did not.
Reducing avoidable ED visits led to potential cost avoidance of $88,949 per 1,000 patients discharged*

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<thead>
<tr>
<th></th>
<th>EMMI ENGAGED</th>
<th>NOT ENGAGED</th>
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<tbody>
<tr>
<td>Preventable ED visits</td>
<td>2,262</td>
<td>946</td>
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<tr>
<td>Total discharges</td>
<td>17,299</td>
<td>5,340</td>
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<tr>
<td>Preventable ED visits per 1,000 discharges</td>
<td><strong>130.8</strong> vs <strong>177.2</strong></td>
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*based on Health Care Cost Institute estimate ($1,917 average cost / ED visit)