

Acute Care Hospitalization

1. Select Target Outcome
 - a. PHC began in June 2003
 - b. Plan of Action Implemented July 2003
 - c. June 2004---One year later--outcome still higher than national average.

2. Care Investigation
 - a. Why is outcome still high?
 - b. What patients are using ER and hospital?

3. Identify Problem Area
 - a. Use OBQM to identify patients using ER.
 - b. Why did those patients go to the ER?

4. Develop a Plan of Action
 - a. Intervene prior to ER usage.
 - b. Set perimeters.
 - c. Involve contract agency in Plan of Action.

5. Implement Action Plan
 - a. Use after-hours clinic vs. ER
 - b. Call “on-call” RN prior to ER
 - c. MD education regarding number of medication changes

6. Monitor Plan
 - a. Wait for Results.
 - b. Reassess Plan of Action.