

# EMERGENCY DEPARTMENT UTILIZATION TOOLKIT

## WHAT IS THE ED UTILIZATION TOOLKIT?

The ED Utilization Toolkit is a reference guide to assist with initiatives in reducing avoidable emergency department utilization through the application of evidence based materials and clinical experiences.

## HOW CAN THE ED UTILIZATION TOOLKIT HELP ME TO BE SUCCESSFUL?

Avoidable ED use is a challenge that physicians, hospitals and health plans continually face. The identification of patterns of use and guiding patients to appropriate sites of care can help in reducing costs and improving quality of care.

The toolkit provides resources to:

- Do a root cause analysis to determine why the ED was utilized.
- Identify opportunities for practice transformation through:
  - Assessment in accessibility.
  - Identification of drivers and at risk populations for ED Utilization.
- Provide insight to:
  - Proactive Initiatives (i.e. Educational Materials).
  - Reactive Initiatives (i.e. Data analysis, Practice Policy Guides and Follow up).
- Complete Post ED Follow up (i.e., Scripting).

If you have questions regarding the ED Utilization Toolkit, please contact your assigned Provider Account Liaison, Clinical Transformation Consultant or Population Health Specialist. If you do not have an assigned contact, you may submit your inquiry to [PopulationHealthUniversityInquiries@highmarkhealth.org](mailto:PopulationHealthUniversityInquiries@highmarkhealth.org). When submitting your inquiry, please include your Practice's Blue Shield ID number.

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