An Automated Wellbeing and Service Follow-up Solution That Facilitates ED Case Management

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**Description**
Edward Hospital discharges 70,000 patients annually from its two emergency departments (EDs). We designed and implemented a cloud-based solution to automatically contact discharged ED patients, pose a series of questions and refer patient responses for case management as required. Patients that do not reply electronically may be contacted by phone.

**Aims**
- Uncover/address patient issues
- Enhance the patient experience
- Provide timely provider feedback
- Fortify outpatient management

**Actions**
- Developed questions to assess wellbeing and uncover issues
- Extracted EMR data and automatically uploaded to cloud
- Connected patients to self-assessment portal via email/text link
- Created a call center contact option for patients who do not reply electronically
- Immediately notified ED case managers with all outpatient management issues

**Summary of Results**
- In the first year, ED-hospital admissions dropped by 20% (and observation cases were cut in half)
- Patient recontact was not the exclusive driver as case managers focused on other means of safe outpatient management
- Organization acceptance of our solution was favorable and other outpatient service areas have requested its use

**Typical Presentation of Follow-up Question Presented on a Mobile Device**

**Monthly Performance Reports**

**Monthly Report of Emergency Physician Performance**

**28 Data Elements for Daily Transfer from EMR to Cloud**

**5-Question Set Presented to Patients via Text or Email**

**Cloud-based Solution**

**Case Manager Addresses Outpatient Management Issues**