

Mission and Goals The Milwaukee Health Care Partnership (MHCP) is a public/private consortium dedicated to improving health care coverage, access and care coordination for underserved populations in Milwaukee County with the intent of improving health outcomes, eliminating disparities, and reducing the total cost of care. The priority goals of the Partnership are to secure adequate and affordable coverage for low-income individuals, expand access, and improve care coordination.

Care Coordination Goal Emergency Department (ED) Care Coordination is a priority initiative of the Milwaukee Health Care Partnership. Objectives are:

- Decrease avoidable ED visits and related hospitalizations
- Reduce duplicative ED tests and procedures
- Connect high-risk individuals with medical homes



Target Population

Uninsured and Medicaid Enrollees with:

Chronic Conditions

- Asthma
- COPD
- Diabetes
- Hypertension

Pregnant Women

Frequent ED Users



Strategies

1. Community-wide ED to Medical Home Care Coordination Process
 - a. Milwaukee County EDs identify target populations, provide patient education and schedule appointments with medical homes.
 - b. Using MyHealthDIRECT appointment scheduling technology, community health centers post open appointments. EDs schedule appointments electronically while the patient is at the hospital.
 - c. Intake coordinators at community health centers reach out to patients prior to first appointment, and attempt to reschedule if appointment is not kept.
2. Wisconsin Health Information Exchange supports clinical decision-making and care coordination by providing private and secure patient utilization and clinical data in the ED

ED Utilization Overview

ED Discharges, 2007-2010

ED Discharges by Acuity*	Jan 2007 - Dec 2007		Jan 2008 - Dec 2008		Jan 2009 - Dec 2009		Jan 2010 - Dec 2010	
	No. of visits	%	No. of visits	%	No. of visits	%	No. of visits	%
Non-Emergent or Primary Care	169,207	47.4	166,178	47.4	176,114	48.5	166,077	46.6
Emergent	58,682	16.4	58,993	16.8	61,609	17.0	60,250	16.9
Injury	85,979	24.1	79,623	22.7	72,560	20.0	76,001	21.3
SubAbuse/Mental Health/Other	43,280	12.1	45,711	13.0	53,094	14.6	53,693	15.1
Total ED Visits	357,148	100	350,505	100	363,377	100	356,021	100

ED: Non-Emergent or Primary Care Treatable ED Visits by Payer Source

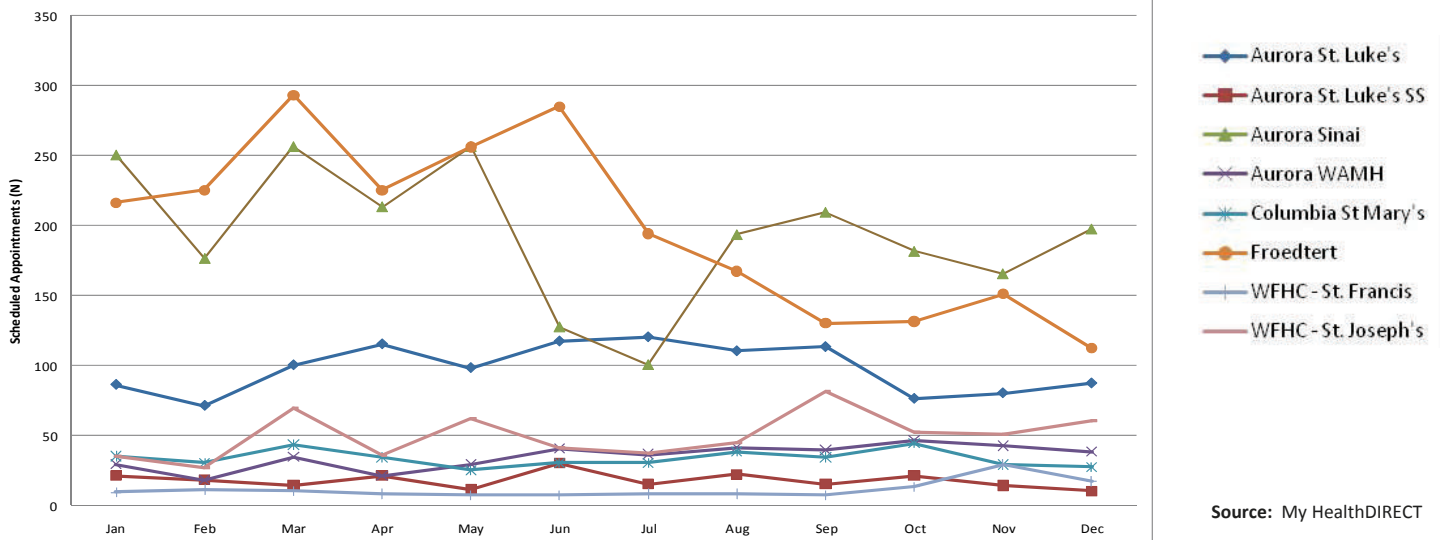
ED Utilization by Payer Source	Jan 2007 - Dec 2007		Jan 2008 - Dec 2008		Jan 2009 - Dec 2009		Jan 2010 - Dec 2010	
	No. of visits	%	No. of visits	%	No. of visits	%	No. of visits	%
BadgerCare	74,297	43.9	74,277	44.7	90,221	51.2	85,867	51.7
Medicare	17,987	10.6	18,180	10.9	18,725	10.6	19,170	11.5
Private Insurance	43,048	25.4	39,389	23.7	36,733	20.9	33,187	20.0
Self-Pay	27,638	16.3	27,298	16.4	29,136	16.5	26,839	16.2
Other	6,237	3.7	7,034	4.2	1,298	0.7	1,014	0.6
Total ED Visits	169,207	100	166,178	100	176,114	100	166,077	100

Scheduled Appointments

Scheduled Appointments by Hospital, 2011

7,635 Total Number of Scheduled Appointments, 2011

636 Average Number of Monthly Scheduled Appointments, 2011



Source: My HealthDIRECT

Community Health Center Primary Care Capacity

Summary by Community Health Center (CHC), 2011

CHC Site Name	Slots Offered	Appointments Set	Percentage of Appointments Filled
MHSI—MLK- Heritage Health Center (does not include Dental)	1,968	819	42%
MHSI—Isaac Coggs Heritage Health Center	1,339	696	52%
Recovery Health Services— Recovery Clinic	10,790	2,979	28%
Sixteenth Street Community Health Center—Chavez	467	160	34%
Sixteenth Street Community Health Center—Parkway	504	193	38%
Progressive—Hillside Family Health Care	913	666	73%
Progressive—Lisbon Avenue Health Clinic	437	348	80%
Total	16,418	5,861	36%

Source: My HealthDIRECT

Community Health Centers: Kept Appointments

Percentage of Completed FQHC Appointments, 2011

42% Show Rate

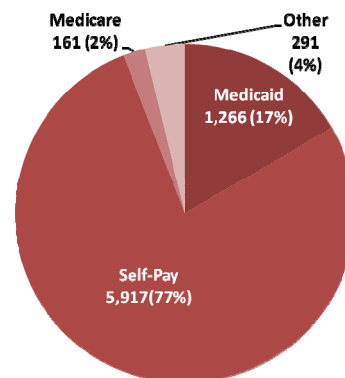
Medical Home Established

Estimated Percentage of Referred Patients with Two or More Appointments Completed, July - December 2011

45% Stick Rate

Scheduled Appointment Payer Mix

Scheduled Appointments by Payer, 2011



Source: My HealthDIRECT, FQHC Correspondence