

Follow-Up After Emergency Department Visit for People with Multiple High-Risk Chronic Conditions (FMC)

Effectiveness of Care HEDIS® Measure

HEDIS MEASURE DEFINITION

The percentage of emergency department (ED) visits for patients 18 years and older who have multiple high-risk chronic conditions who had a follow-up service within seven days of the ED visit.

Patients with two or more of the following chronic conditions that were diagnosed during the measurement year or the year prior to the measurement year, **and** diagnosed prior to the ED visit, are included:

- Alzheimer's disease and related disorders
- Atrial fibrillation
- Chronic kidney disease
- COPD and asthma
- Depression
- Heart failure
- Myocardial infarction - acute
- Stroke and transient ischemic attack

EXCLUSIONS FROM THE HEDIS MEASURE

Patients are excluded if they:

- Received hospice care during the measurement year
- Had an ED visit resulting in acute or non-acute inpatient care on day of visit or within seven days after the ED visit, regardless of the principal diagnosis for admission.
- Are deceased during measurement year

INFORMATION THAT PATIENT MEDICAL RECORDS SHOULD INCLUDE

Evidence that the patient received a follow-up service within seven days after the ED visit (eight days total). This includes visits that occur on the date of the ED visit. Service types include outpatient, telephone, transitional care management, case management, complex care management, outpatient or telehealth behavioral health, intensive outpatient encounter or partial hospitalization, community mental health center, electroconvulsive therapy, telehealth, observation, substance use disorder service, telehealth or virtual check-in.

GENERAL TIPS

- Keep open appointments so patients with an ED visit can be seen within seven days of their discharge.
- In addition to an office visit, follow-up can be provided via a telehealth, telephone, e-visit or virtual visit.

TIPS FOR TALKING WITH PATIENTS

- Discuss the discharge summary with patients and ask if they understand the instructions and filled the new prescriptions.
- Complete a thorough medication reconciliation and ask patients and caregivers to recite their new medication regimen back to you.