

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

Effectiveness of Care HEDIS® Measure

## Measurement 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, asthma or unspecified bronchitis
- Depression
- Heart failure
- Myocardial infarction - acute
- Stroke and transient ischemic attack

## Exclusions

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

The following visit types meet criteria:

- Outpatient
- Telephone, telehealth, e-visit, virtual check-in
- Transitional Care Management (TCM)

- Case Management
- Complex care management
- Outpatient or telehealth behavioral health
- Intensive outpatient or partial hospitalization
- Community mental health center
- Substance use disorder service or substance abuse counseling and surveillance
- Electroconvulsive therapy

### Tips for success

- With only seven days for the follow-up visit, receiving near-time notification of the ED visit is critical. Connect with your area's automated electronic admission, discharge and transfer (ADT) systems to receive admission, discharge and transfer notifications for your patients.
- This measure is based on ED visits. If a patient has more than one ED visit, they could be in the measure more than once.
- Keep open appointments so patients with an ED visit can be seen within 7 days.
- Obtain and review patients' discharge summary.
- Obtain any test results that were not available when patients were discharged and track tests that are still pending.

### 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.
- Develop an action plan for chronic conditions. The plan should include what symptoms would trigger the patient to:
  - Start as needed (PRN) medications.
  - Call their doctor during after-office hours.
  - Go to the emergency room.
- Have patients and caregivers repeat the care plan back to you to demonstrate understanding.
- Ask about barriers or issues that might have contributed to patients' hospitalization and discuss how to prevent them in the future.