



### **SERVICE AREA**

Douglas County

### **MEMBERS SERVED**

25,155 Oregonians

### **FEATURED PROGRAM**

The Umpqua Health Alliance (UHA) launched Kick Start Douglas County (KSDC), a community wellness collaboration that sponsors events to promote exercise and healthy living during the summer months and beyond. KSDC was created to promote activities that support healthy lifestyles, which is one of five focus areas established in the Douglas County Community Health Improvement Plan. UHA teamed up with several community organizations, including the YMCA, to host more than 300 wellness events during summer.

### **WEBSITES**

[www.umpquahealthalliance.org](http://www.umpquahealthalliance.org)

[www.urmcroseburg.org](http://www.urmcroseburg.org)

[www.architravehealth.com](http://www.architravehealth.com)

### **VIDEO**

#### ***Community-Based Advisory Council Involves Citizens in Planning Process***

*UHA's community-based advisory council went above and beyond the requirements for its Community Health Assessment by conducting focus groups with local stakeholders. Involving them in the planning process will help the CCO better address and improve the health of individuals in Southern Oregon.*

<https://vimeo.com/87489242>

### **FACEBOOK PAGES**

[www.facebook.com/ArchitraveHealth](http://www.facebook.com/ArchitraveHealth)

[www.facebook.com/KickStartDC](http://www.facebook.com/KickStartDC)

# Connecting members from the emergency department to primary care

Overuse of emergency resources isn't just costly to health care systems. It also keeps patients from getting consistent preventive care and ongoing health management. A collaborative initiative between Umpqua Health Alliance (UHA) and Mercy Medical Center is reducing costs and improving health outcomes by increasing patients' access to primary care services.

UHA's Community Care Transition (CCT) team consists of two nurses and two support employees who serve as patient advocates, connecting UHA members with primary care providers and community services after they are discharged from Mercy's emergency department. CCT was established in October 2014, and in its first year the team had nearly 4,000 patient referrals. In the same timeframe, Mercy saw a decrease in the percentage of patients who were readmitted to the emergency department within 30 days of their last visit.

When a UHA member is admitted to the emergency room, hospital workers collect information about the member's primary care provider. If the member has no provider or hasn't established care, he or she signs a release form and the referral team notifies CCT. A team member then contacts the patient to discuss care and any issues that might be a barrier to attending a follow-up primary care appointment.

In the cases where patients aren't established with a primary care physician or don't know who their doctor is, the team works to connect them with a clinic. They also work with uninsured patients to start the screening process for OHP benefits. For

patients who have trouble with transportation to and from an appointment, CCT helps coordinate appropriate transportation. And for social needs that arise, transition team members help by connecting patients with local social service organizations.

Of the patients the team is able to reach after discharge, a full 69 percent end up having a successful appointment with a primary care provider. CCT also works to reach "lost" patients who can't be contacted after several attempts. These patients make up nearly 40 percent of all emergency department referrals.



"These conversations don't happen in the ED," says D'Dee Hopkins, Nurse Manager for the CCT team. "We provide patients with access to primary care relationships that will help them get and stay healthy."



**Serving 26,282 Oregonians living in Douglas County**