3M™ Heath Information Systems
Potentially Preventable Emergency Department Visits

3M™ Health Information Systems (HIS) delivers a health-care analytics platform that provides insight into patterns of care within a provider's patient populations. 3M™ HIS dashboard offers Primary Care Providers (PCPs) access to the Potentially Preventable Emergency Department Visits (PPV) report to assist with identifying and targeting patients at high-risk of inappropriately using the emergency room. Using this report, providers can adequately monitor and follow up directly with their patients in order to reduce, or eliminate, the need for ER services.

PPV Report
The PPV report allows PCPs to see patients who utilize the ER frequently and who have had one or more potentially preventable ER visits in the past 12 months. The PPV rates within the report are automatically risk adjusted for the chronic illness burden of a patient using the 3M™ Clinical Risk Groups methodology. This methodology allows for a more accurate comparison between actual and expected PPV rates. The PPV report also displays the patient's outpatient history and each hospital visit that were flagged as a PPV by the 3M™ dashboard.

Best Practices
Using the 3M™ dashboard, PCPs should review the PPV report every month to identify Superior members with high ER utilization and determine what course of action they should take to help improve their patients' care. Most members who frequently use the ER do not have an established relationship with a PCP, so it is important for providers to establish a strong patient-provider relationship.

Below are a few care management practices providers are encouraged to consider in order to ensure continuity of care and help reduce ER utilization among Superior members:

- Implement education efforts to re-direct members to the most appropriate setting.
- Increase access to primary care through same-day appointments and extension of weekend and evening hours.
- Address ER use and hospitalization risk during PCP appointments.
- Call patients 24 hours after an ER visit and schedule a follow-up visit to ensure continuity of care.
- Redirect frequent ER users to Superior's Care Management program to develop a more robust patient plan. To refer a member, providers can contact the Care Management department at 1-855-757-6567, or submit a referral request using Superior's Secure Provider Portal.
- Provide members with an after-hours nurse line, or refer members to Superior's 24-Hour Nurse Advice Line, located on the back of their Superior Member ID Card.
- Offer members electronic access to PCPs through telephone or email consultations.
- Sign up for daily Emergency Department alerts

Additional Report Information
3M™ uses a specific classification system called 3M™ Enhanced Ambulatory Patient Grouping (EAPG) to define PPVs. This system delineates the ambulatory patient groups across all outpatient settings. There are approximately 236 PPV types, and more than 70% of PPVs are associated with the 3M™ EAPGs listed below:

3M™ EAPG Top PPV Codes and Descriptions			
00300 – Level II Computed Tomography	**00564** – Level I Other Ear, Nose, Mouth, Throat & Cranial/Facial Diagnoses	**00628** – Abdominal Pain	**00675** – Other Skin, Subcutaneous Tissue Breast Disorder
00808 – Viral Illness	**00110** – Pharmacotherapy by Extended Infusion	**00871** – Signs, Symptoms & Other Factors Influencing Health Status	**00727** – Acute Lower Urinary Tract Infections
00807 – Fever	**00576** – Level I Other Respiratory Diagnoses	**00660** – Level I Other Musculoskeletal System & Connective Tissue Diagnoses	
00562 – Infection Of Upper Respiratory Tract and Otitis Media	**00627** – Non-Bacterial Gastroenteritis, Nausea & Vomiting	**00674** – Contusion, Open Wound & Other Trauma To Skin & Subcutaneous Tissue	

Questions
For questions about 3M™ HIS or the new PPV report, please email ClinicalEngagementTeam@SuperiorHealthPlan.com.

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