



# FACT SHEET

## Physician Group Incentive Program Emergency Department Utilization

### About Value Partnerships

**Value Partnerships is a collection of clinically oriented initiatives among Michigan physicians, hospitals and Blue Cross Blue Shield of Michigan that are improving clinical quality, reducing complications, controlling cost trends, eliminating errors, and improving health outcomes throughout Michigan.**

### About The Physician Group Incentive Program

**This program began in 2005 to encourage and incentivize physicians to more effectively manage populations of patients with chronic diseases and build an infrastructure to more robustly measure and monitor care quality. As of January 2010, 38 physician organizations and 8,148 physicians are working together to improve health care for roughly 1.8 million Michigan Blues members.**

### Overview

The goal of the Emergency Department (ED) Initiative is for Physician Organizations to use available data to reduce primary care sensitive condition ED use, thereby ensuring that PGIP-attributed members use the ED appropriately.

### Objective

The objectives of the ED initiative are as follows:

- Reduce PGIP patients' use of the emergency department for primary care sensitive conditions
- Reduce the percent of PGIP-attributed patients who are frequent ED users (5 or more visits per year) for primary care sensitive conditions

The performance improvement measure for this initiative includes PO comparison to PGIP average, and comparison to an established benchmark.

### Incentive Design

Incentives for PGIP initiatives are based on participation and performance components, with the weight given to each component varying by Initiative and by the length of time a PO has participated in the Initiative.

### Evaluation and Results

Over the initial implementation year of this initiative, several major accomplishments were reported by participating PO's, including but not limited to:

- Expanded outpatient office hours and after-hours programs
- Enhanced Urgent Care access
- Same day appointments with PCP
- Review of ED utilization data/trending patterns of use:
  - Identification of "frequent user" patients
  - Identification of PCP's with the top non-emergent ED visits
  - Identification of top non-emergent ED visit diagnoses
  - Utilizing a Health Coach to educate patients on appropriate utilization for ED
- Letters to patients who are consistently utilizing ED services inappropriately

Questions about the  
Emergency Use Initiative?  
Please contact Della A. Rees,  
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For more information on PGIP, or for a copy  
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