

# Emergency Department Care Coordination

Shannon Madden, MC, LPC

# History of Emergency Department (ED) Coordination



Required by AHCCCS for all Health Plans.



Analyze systemic issues that prevent a timely disposition of members out of EDs to the appropriate level of care.



Identify members with multiple ED admissions and assist in connecting them with appropriate outpatient resources.



Track ED hold times systemwide. (The AHCCCS expectation is each behavioral health hold be less than 24 hours.)

# ED Coordinator's Role

Ensure	Ensure each DCS child is assigned an internal Mercy Care Care Manager.
Notify	Notify child's outpatient providers of ED visit.
Begin	Begin coordination care between ED, outpatient provider, DCS, MC Care Manager, and inpatient facilities (if needed).
Track	Track the child from admission to the ED to discharge/transfer.

# Placement Issues

Alert	Attend	Advise	Provide
<p>Alert all level 1 inpatient facilities of DCS children holding in EDs.</p>	<p>Attend a daily meeting with Banner Health Transfer Services.</p>	<p>Advise Mercy Care's DCS Liaisons when there are issues with outpatient placement.</p>	<p>Provide ED medical records to internal team members to help facilitate placement with DCS children with complex issues.</p>

# Outpatient Providers

---

If a child is not assigned an outpatient provider, I send an Emergent Referral Request to Mercy Care Member Services for assignment.

---

Notify the newly Assigned Behavioral Health Clinic (ABHC) of referral while child is still in the ED.

---

ABHC must schedule an intake within 24 hours of referral and the intake must be completed within 7 days.

---

Provide ABHC contact information to ED social workers help facilitate discharge/transfer plans.

---

# Mercy Care- Care Managers

## What Does a Care Manager Do?

- *Identifies* high needs complex members
- *Designs* clinical interventions or alternative treatments to reduce risk and achieve positive outcomes
- *Develops* strategies to eliminate barriers and improve access to care
- *Identifies* and reduces gaps in care
- *Facilitates* safe transitions in care





# Questions?

**[MCEDHolds@mercycaresaz.org](mailto:MCEDHolds@mercycaresaz.org)**

**Follow us**  
**@MercyCareAZ**





# Thank you

